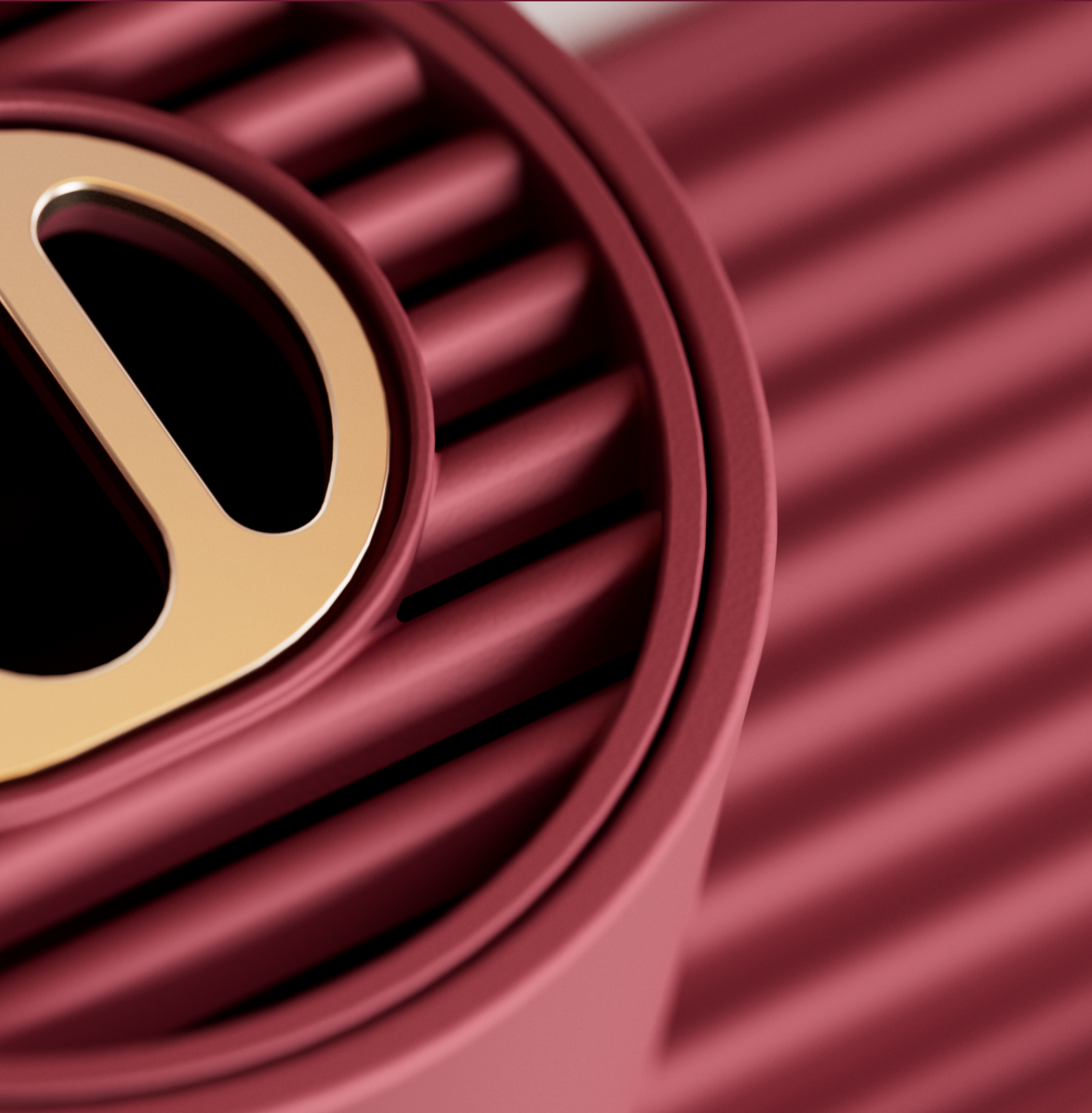


Podio X2

Alarm Guide



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Operator machine guidance website

Scan the QR code for all Operator machine guidance



Access includes:

- | | | |
|---|--|---|
|  Guides |  Compliance |  Videos |
| <ul style="list-style-type: none">• Replenishment• Alarm guide• Drink Preparation | <ul style="list-style-type: none">• MSDS & COSHH• Daily compliance log*• Health & Safety | <ul style="list-style-type: none">• Drink preparation• Machine overview• Daily cleaning• Descale• Filter change |

*Subject to in market set-up

1.

Introduction

1. Alarm Guide

1.1 Introduction

Alarm icons on the attract screen provide important information about the machine status and indicate that an action is required.



Example of an alarm on the attract screen.

****Document Disclaimer:****

This alarm guide is a preliminary draft and may not contain the final information or details. It is subject to ongoing revisions and updates. Please be aware that the content provided herein is not finalized and may change. It is advised to check for the latest version of this alarm guide for the most accurate and up-to-date information.

Click the below button to take you to specific alarms:

**Operator
Alarms**

**Technical
Alarms**

**Information Only
Alarms**

2.
Operator Alarms

2. Operator Alarms

2.1 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 filter is due. 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 machine hits 100% of filter usage then the machine should generate an open event to indicate that the water filter has expired. The close event should generate when the water filter is replaced.
PD0008	INT_BIB_WATER_FILTER_CHANGE_DUE	Internal BIB 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 this. The close event should generate when the water filter is replaced or when the Water Filter Replacement Required event generates.
PD0009	INT_BIB_WATER_FILTER_CHANGE_REQUIRED	Internal BIB Water Filter Replacement Required	FALSE	When the machine hits 100% of filter usage then the machine should generate an open event to indicate that the water filter has expired. The close event should generate when the water filter is replaced.
PD0011	WATER_FLOW_ERROR	Mains Water Flow Error	TRUE	This event occurs when there are 3 consecutive missed reading of the mains water, only with mains water connection activated.
PD0021	DESCALE_THERMOBLOCK_DUE	Descal Thermoblock 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	Descal Thermoblock required	FALSE	Occurs when 100% of the agreed total water usage is consumed.
PD0023	DESCALE_THERMOBLOCK_IN_PROGRESS	Descal Thermoblock in progress	TRUE	The machine is carrying out a descaling. Open at start and close at end.
PD0025	DESCALE_DUE	Complete 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.
PD0026	DESCALE_REQUIRED	Complete Descaling required	FALSE	Occurs when 100% of the agreed total water usage is consumed.

2. Operator Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0027	DESCALE_IN_PROGRESS	Complete Descaling in progress	TRUE	The machine is carrying out a descaling. Open at start and close at end.
PD0029	INT_WATER_CONTAINER_LOW	Water Container low Coffee Module	FALSE	When the water container reaches Low Level Sensor, this event should generate. When the water level decreases to the point the water is considered empty or if it increases past the "low" point then this event should close.
PD0030	INT_WATER_CONTAINER_EMPTY_MISSING	Water Container empty or missing (Coffee)	TRUE	When the water container reaches the low level sensor this event should generate. When the water level increases to the point the water is considered not empty then this event should close. If the container is removed this event will open.
PD0031	BIB_WATER_CONTAINER_LOW	Milk Module Water Container low	FALSE	When the Milk BIB water container reaches Low Level, this event should generate. When the water level decreases to the point the water is considered empty or if it increases past the "low" point then this event should close.
PD0032	BIB_WATER_CONTAINER_EMPTY_MISSING	Milk Module Water Container Empty or missing	TRUE	When the Milk BIB water container reaches Empty Level, this event will generate. When the water level increases to the point the water is considered not empty then this event will close. If the container is removed this event will open and when replaced, the event will close.
PD0039	MILK_BIB_DOOR_OPEN	Milk BIB Access Area Open / Hood Open	TRUE	Milk Bib access area open - close access door. When the hood is open the whole machine is out of action as the screen is on the hood.
PD0044	CAPSULE_DRAWER_NEARLY_FULL	Capsule Drawer nearly Full	FALSE	When the capsule drawer that holds the used capsules reaches an almost full point at 80% full, 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.
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.
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).

2. Operator Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0047	CAPSULE_STUCK	Capsule Stuck	TRUE	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.
PD0048	DRIP_TRAY_FULL	Drip tray full	TRUE	If the drip tray sensor detects that the drip tray is full and needs to be emptied, then this event should generate. If the drip tray is removed and emptied then this event should close.
PD0049	DRIP_TRAY_REMOVED	Drip Tray removed	TRUE	If the drip tray sensor detects that the drip tray is removed, then this event should generate. If the drip tray is removed and emptied then this event should close.
4167	UNEXPECTED_BIRDHOUSE_OPEN	Milk Dispense Door Opened During Vend	TRUE	Safety Switch indicated opening of the coupling while a dispensing process was running.
4168	EB_OPEN_BEFORE_HOMING	Milk Actuator Incorrect Position At Boot Up	TRUE	eBooster actuator was open before the machine was powered on.
4186	RFID_TAG_INVALID	Milk Product BiB Not Recognised / RFID Tag Error	TRUE	The tag read by the RFID reader is not valid.
4240	BIB_EXPIRED	Milk Product BiB Expired	TRUE	Lattiz pack is expired. Extraction is not possible.
4242	NO_BIB	Milk Product BiB Missing or Identifying	TRUE	Lattiz pack is not placed or Lattiz pack identification is still ongoing.

3.
Technical Alarms

3. Technical Alarms

3.1 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 Down-time?	Description and Action
PD0004	EXT_WATER_FILTER_CHANGE_DUE	External Water Filter Replacement Due	FALSE	When the machine detects that the water filter is due to expire soon. The amount of litres is set by the installer, when the machine hits 80% of the total then the machine will generate an open event to indicate this. The close event should generate when the water filter is replaced or when the Water Filter Replacement Required event generates.
PD0005	EXT_WATER_FILTER_CHANGE_REQUIRED	External Water Filter Replacement Required	FALSE	When the machine detects that the external water filter has expired, the machine should generate an open event to indicate this. The amount of litres is set by the installer, when the machine hits the set amount, then the machine detects the external water filter has expired. The close event should generate when the water filter is replaced or if the Water Filter Overdue event generates.
PD0006	EXT_WATER_FILTER_CHANGE_OVERDUE	External Water Filter Replacement Overdue	FALSE	When the machine detects that the water filter has expired and External Water Filter Replacement is required, this event generates 10 hours later. When the filter is replaced, this event should close.
PD0012	FLOW_METER_ERROR	Water flow Error - Flow Meter Error	TRUE	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.
PD0013	GROUP_PUMP_FAIL	Group pump fail	TRUE	This event occurs when there are 3 consecutive missed reading of flow meter. When this occurs the machine will stop trading and an engineer will need to attend.
PD0014	SERVICE_MAINTENANCE_DUE	Preventative Maintenance due	FALSE	Needs to be defined when due occurs before required (30 days, 60 days etc).
PD0015	SERVICE_MAINTENANCE_REQUIRED	Preventive maintenance required Annual	FALSE	Event not yet developed to generate on machines.
PD0020	RINSE_IN_PROGRESS	Automatic Rinsing in progress	TRUE	The machine automatically rinses at startup if the internal working temperature is 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. The process should last 30 seconds.
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	TRUE	Thermoblock temperature sensor in short circuit.

3. Technical Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0056	THERMOBLOCK_OPEN_CIRCUIT	Thermoblock probe open circuit	TRUE	Thermoblock temperature sensor open or disconnected.
PD0057	THERMOBLOCK_OVERTEMP	Thermoblock Over temperature	FALSE	Temperature target exceeded for a short time.
PD0058	THERMOBLOCK_TIMEOUT	Thermoblock probe alarm - Thermoblock Time-out	TRUE	Heating time-out for Thermoblock exceeded.
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).
4113	MILK_MODULE_TASK_NOT_EXECUTABLE	Milk Module Critical Error	TRUE	An OS task was not executable, which indicates a serious issue.
4117	EBA_CURRENT_WHEN_OFF	Milk Dispense Actuator Over Current	FALSE	Current of the eBooster actuator above a certain threshold was measured for an extended period of time indicating some issue with the motor control.
4118	EBA_NO_CURRENT_WHEN_ON	Milk Dispense Actuator No Current Detected	FALSE	No eBooster actuator current above a certain threshold was measured for an extended period of time indicating some issue with the motor control.
4122	EBA_TIMEOUT	Milk Actuator Failed After Dispense	TRUE	Half homing after extraction or rinse failed, Ebooster position unclear.
4123	SAFETY_SWITCHES_INCONSISTENT	Milk Dispense Door Error	TRUE	Birdhouse switches have not been showing the same result for an extended period of time.
4124	MILK_MODULE_WATERPUMP_OVERCURRENT	Milk Module Water Pump Over Current	TRUE	Water pump current limit exceeded.
4125	MILK_MODULE_WATERPUMP_CURRENT_WHEN_OFF	Milk Module Water Pump Over Current For Prolonged Period	FALSE	Current above a certain threshold was measured for an extended period of time indicating some issue with pump control.
4126	MILK_MODULE_WATERPUMP_NO_CURRENT_WHEN_ON	Milk Module Water Pump No Current Detected	FALSE	No current above a certain threshold was measured for an extended period of time indicating some issue with pump control.
4128	MILK_MODULE_WATER_FLOW_NOT_REACHED	Milk Module Water Pump Flow Error	TRUE	Target water flow not reached within configured time frame.
4129	MILK_MODULE_UNEXPECTED_HIGH_FLOW	Milk Module Water Pump Over Flow Error	FALSE	Flow meter over capture was detected multiple times in a row. Either flow is much higher than expected or electronic disturbances persisted and affected flow measurement.

3. Technical Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
4131	MILK_MODULE_UNEXPECTED_FLOW	Milk Module Unexpected Water Flow	FALSE	Unexpected high water flow with pump off.
4138	MILK_MODULE_NTC_TFH_OVERTEMPERATURE	Milk Module Heater Over temperature	FALSE	Heater temperature above limit.
4141	MILK_MODULE_TARGET_TEMPERATURE_NOT_REACHED	Milk Module Heat Time-out	TRUE	The target temperature was not reached. Abort extraction or rinsing.
4146	MILK_MODULE_FLOWMETER_OVERCAPTURE	Milk Module Water Flow Interrupted	TRUE	Flowmeter (for water flow measurement) interrupt before last one was processed or even while one is being processed.
4151	MILK_MODULE_NV_DATA_CORRUPTION	Milk Module Memory Loading Error	TRUE	EEPROM storage handling: only if wear-leveling is chosen in a way that multiple versions of the data are kept; when recovering data from EEPROM upon startup one of the blocks had a CRC error.
4154	RFID_COM_FAILURE	Milk Product BiB RFID Module Error	TRUE	No RFID module found OR reader responded with a critical error code OR a command timed out.
4155	RFID_SEQUENCE_ERROR	Milk Product BiB RFID Module Driver / Control Firmware Error	TRUE	RFID reader: Internal driver error: Reader communication sequence definition contains an error. This should not appear in released firmware.
4159	MILK_MODULE_POWER_NOT_VALID	Milk Module Electrical Frequency Error	TRUE	No zero crossing for 50ms or frequency is not 50 or 60Hz.
4165	MILK_MODULE_FILLING_TIMEOUT	Milk Module Initialisation Filling Error - Low Water Flow	TRUE	Fill could not be successfully completed due to low flow.
4166	MILK_MODULE_EMPTYING_TIMEOUT	Milk Module Emptying Process Not Complete	TRUE	Emptying did not yield low enough flow within expected time frame.
4169	EBA_NOT_CLOSED_AFTER_EXTRACTION	Milk Dispense Actuator Failed to Close	TRUE	Lattiz pack concentrate valve not fully closed at the end of the extraction (e.g. due to mechanical obstacle).
4172	MILK_MODULE_QUEUE_FULL	Milk Module Memory Full Further Errors Waiting	TRUE	Queue for new errors is full before errors were processed and passed to machine main controller.
4184	MILK_MODULE_NTC_TFH_VALUE_TEMPORARILY_INVALID	Milk Module Temperature Sensor Failure	TRUE	Measured heater temperature sensor value invalid.
4185	MILK_MODULE_NTC_TFH_VALUE_PERMANENTLY_INVALID	Milk Module Temperature Sensor Failure For Prolonged Period	TRUE	Measured heater temperature sensor value repeatedly invalid.

3. Technical Alarms

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
4190	MILK_MODULE_NO_NV_DATA	Milk Module Memory Error	TRUE	EEPROM storage handling: no valid data was found upon startup for an entry; this is to be expected for each entry in EEPROM upon first application start of the milk PCB; after that it is to be expected only after FW updates where the EEPROM data configuration is affected (added, removed or size changed storage units).
4191	EBA_CONTROL_SW_ERROR	Milk Dispense Actuator Initialisation Not Complete	TRUE	The initial conditions for a movement were not met (half homing not done, or target position out of range) or a low level motor driver function failed; this cannot happen in normal operation and indicates a serious issue.
4192	MILK_MODULE_FAILSAFESTORAGE_QUEUEING_FAILED	Milk Module Memory Storage Error	TRUE	EEPROM storage handling: a store task could not be placed in the queue.
4194	MILK_MODULE_EEPROM_ACCESS_ISSUE	Milk Module Memory Processing Error	TRUE	EEPROM storage handling: During init: Initializing data in EEPROM failed, during normal operation: storing data to EEPROM failed - a task was not finished or could not be started.
4195	MILK_MODULE_NTC_TFH_VALUE_AT_HIGH_WARNING_LEVEL	Milk Module Heater Over Maximum Limit	TRUE	Heater temperature above expected maximum.
4196	RFID_SEND_BUFFER_OVERFLOW	Milk Product BiB RFID Firmware Update Error	TRUE	RFID reader: During reader FW update data receive rate on CAN from machine main controller exceeded the data write rate on UART to the reader
4197	NO_VALID_RFID_READER_FW	Milk Product BiB RFID Firmware Error	TRUE	Reader responded on UART, but not intelligible, probably the reader is in Bootloader mode because of no or invalid firmware.
4198	ACTIVE_LABEL_DATA_ERROR	Milk Product BiB RFID Invalid with Zero Volume Remain	TRUE	The tag's initial volume value was found to be zero (invalid).
4199	MILK_MODULE_CALIBRATION_TIMEOUT	Milk Module Initial Calibration Could Not Be Completed	TRUE	Calibration could not be completed. This can happen, if the heater is switched off due to over-temperature detection.
4200	MILK_MODULE_INTERNAL_SW_ERROR	Milk Module Parameter Error	TRUE	Internal error indicating that a hard-coded parameter passed into a function appears to have been invalid.
4201	EBA_HOMING_FAILED	Milk Dispense Actuator Blocked	FALSE	Homing procedure failed because the motor was blocked, too slow or did not reach an end stop where expected.
4218	MILK_MODULE_NO_WATER_FLOW	Milk Module Flow Error During Vend Required Refilling	TRUE	No flow was detected while pump was on. Last dispensing action was aborted and machine is considered not filled.
4221	TRYING_TO_SET_UNSUPPORTED_LABEL_VERSION	Milk Product BiB RFID Label Invalid Data When Writing	TRUE	Internal error - when trying to set new label data the labels version number was invalid.
4222	RFID_COMMAND_TIMEOUT	Milk Product BiB RFID Read / Write Error	TRUE	A read or write access to a Lattiz pack tag could not be completed.

3. Technical Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
4223	MILK_MODULE_RFID_FW_UPDATE_FAILURE	Milk Module Firmware Update Error	TRUE	Problem during FW update caused milk controller to abort update process.
4224	MILK_MODULE_RFID_RECEIVE_BUFFER_OVERFLOW	Milk Module RFID Memory Full	FALSE	Receive buffer full without any CR - communication impossible.
4225	BIB_INVALIDATED	Milk Product BiB Invalid Error With Milk Dispense System	TRUE	Following the detection of "eboosters open before homing" the BiB was invalidated by the milk controller.
4226	RFID_LABEL_DATA_CHECKSUM_ERROR	Milk Product BiB RFID Label Data Error / Invalid	TRUE	Calculated RFID label data checksum did not match the value in the label; BiB was rejected.
4227	RFID_COMMAND_OUT_OF_RETRIES	Reading or writing of a label was aborted without success; in case of writing that means that a label might be corrupted.	FALSE	Reading or writing of a label was aborted without success; in case of writing that means that a label might be corrupted.
4229	RFID_READER_BUSY	A write request to update the label could not be executed since the reader was busy with a different command sequence.	FALSE	A write request to update the label could not be executed since the reader was busy with a different command sequence.
4235	EBA_INCOMPLETE_OPEN_MOVEMENT	Milk Dispense Actuator Failed to Open	TRUE	Lattiz pack concentrate valve not fully open during extraction or rinse. (e.g. due to mechanical obstacle).
4241	MILK_MODULE_TIME_NOT_INITIALIZED	Milk Module Time Invalid	TRUE	Time is not set. Extraction is not possible.

4.
**Information Only
Alarms**

4. Information Only Alarms

4.1 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, then this event will generate.
PD0007	LAST_EXT_WATER_FILTER_REPLACED	External Water Filter Replacement Confirmed	FALSE	When the water filter has been replaced and this is confirmed on the screen, then this event will generate.
PD0010	LAST_INT_BIB_WATER_FILTER_REPLACED	Internal BIB Water Filter Replacement Confirmed	FALSE	When the water filter has been replaced and this is confirmed on the screen, then this event will generate.
PD0024	LAST_THERMOBLOCK_DESCALING	Descal Thermoblock Completed	FALSE	The machine has completed the descaling.
PD0028	LAST_DESCALING	Complete Descaling Completed	FALSE	The machine has completed the descaling.
PD0041	POWER_ON	Power On	FALSE	When the machine is Powered on, it will generate an open Power On event.
PD0042	FIRST_START	First start	FALSE	When the user goes into the menu and sets the first installation this will identify the first activation. This has to be manually activated every time, doesn't happen on every reset.
PD0060	LOGO_UNRECOGNISED	Logo 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 - Update Successful.
PD0063	FIRMWARE_UPDATE_FAILED	Firmware Update Failed	FALSE	Performed over Telemetry - Update Failed.
PD0064	RECIPE_FILE_UPDATE_SUCCESSFUL	Recipe File Update Successful	FALSE	Performed over Telemetry - Update Successful.
PD0065	RECIPE_FILE_UPDATE_FAILED	Recipe File Update Failed	FALSE	Performed over Telemetry - Update Failed

4. Information Only Alarms

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0066	PARAMETER_UPDATE_SUCCESSFUL	Parameter File Update Successful	FALSE	Performed at machine with USB and not over the Telemetry - Update Successful.
PD0067	PARAMETER_UPDATE_FAILED	Parameter File Update Failed	FALSE	Performed at machine with USB and not over the Telemetry - Update Failed.
4144	MILK_MODULE_FLOWMETER_VALUE_TEMPORARILY_INVALID	Milk Module High Water Flow	FALSE	Water flow measurement yielded higher values than expected (but did not trigger over capture yet).
4145	MILK_MODULE_FLOWMETER_VALUE_PERMANENTLY_INVALID	Milk Module High Water Flow For Prolonged Period	FALSE	Water flow measurement yielded higher values than expected for an extended period of time.

