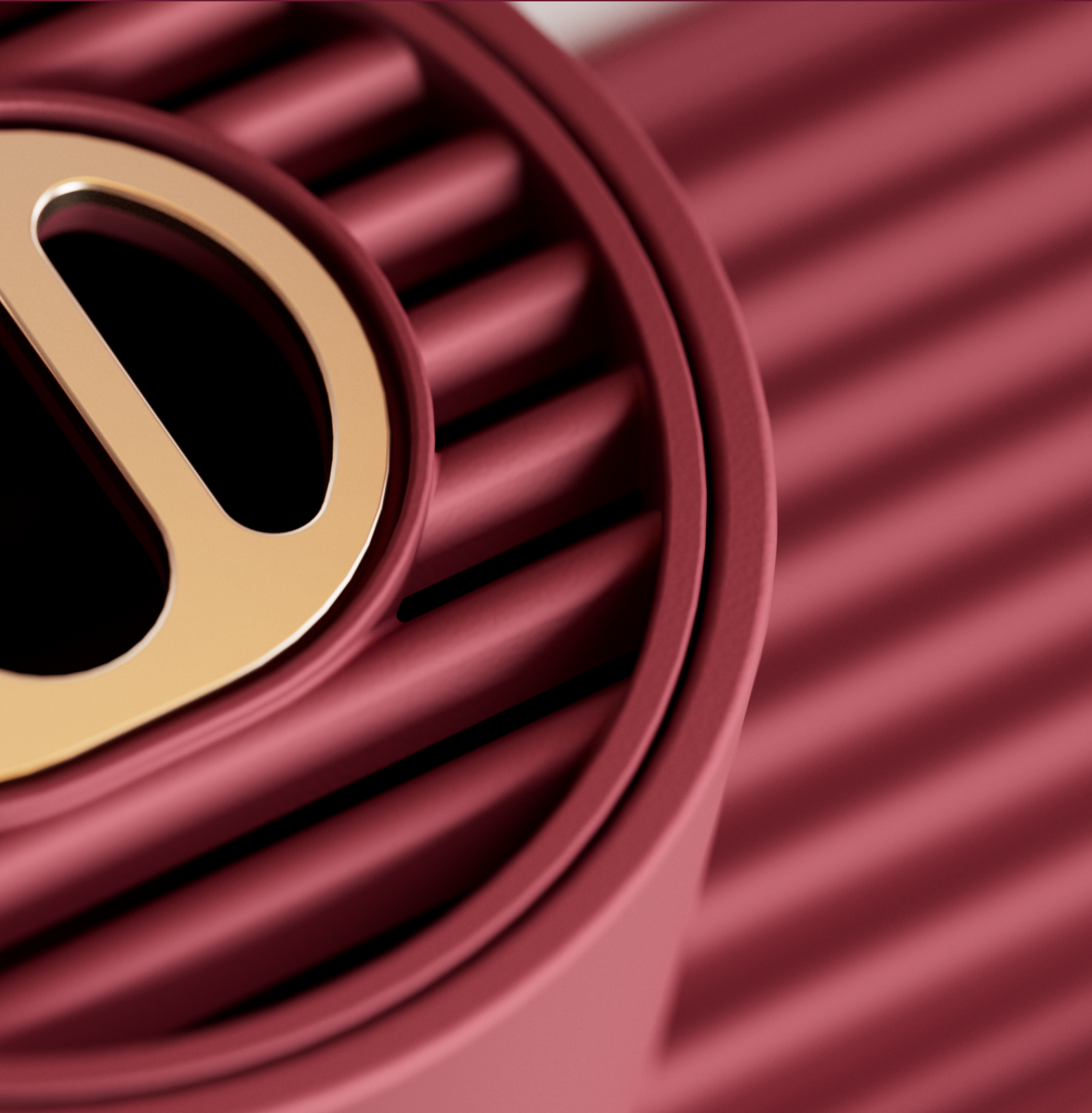


Podio X3

Alarm Guide



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Operator machine guidance website

Scan the QR code for all Operator machine guidance



Access includes:

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|  Guides <ul style="list-style-type: none">• Replenishment• Alarm guide• Drink Preparation |  Compliance <ul style="list-style-type: none">• MSDS & COSHH• Daily compliance log*• Health & Safety |  Videos <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.
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.
PD0016	MILK_SYSTEM_CLEAN_DUE	Milk System Clean Due	FALSE	The machine will define when the next clean is required based on the set clean time (every 24hrs at the same time), the Installer at installation sets the clean time. 1 Hour before the next clean is required, the machine will generate a Clean Due event. This event will clear when the clean is complete or when the Clean Required event is generated.
PD0017	MILK_SYSTEM_CLEAN_REQUIRED	Milk System Clean Required	TRUE	The machine will define when the next clean is required based on the set clean time (every 24hrs at the same time), the Installer at installation sets the clean time. If the machine has not been cleaned by the time that the clean time is reached, the machine will generate a Clean Required event. This event will clear when the clean is complete. Only Milk System is cleaned during this process.
PD0018	MILK_SYSTEM_CLEAN_IN_PROGRESS	Milk System Clean in progress	TRUE	When the clean process is started, the machine will generate an open clean in progress event. When the clean is complete, or cancelled the machine will generate a clean in progress close event.
PD0021	DESCALE_THERMOBLOCK_DUE	Descale 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	Descale Thermoblock required	FALSE	Occurs when 100% of the agreed total water usage is consumed.
PD0023	DESCALE_THERMOBLOCK_IN_PROGRESS	Descale Thermoblock in progress	TRUE	The machine is carrying out a descaling. Open at start and close at end.

2. Operator Alarms

2.1 Alarm Table

Event ID	Event Code	Friendly Name	Causes Downtime?	Description and Action
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.
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 Top 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.
PD0033	MILK_LOW	Milk low	FALSE	When the Fresh Milk machine detects the milk level is low (sensor level), this event should generate. A close event should generate when the milk is refilled or when the machine detects the milk is empty.
PD0034	MILK_EMPTY	Milk empty	TRUE	When the Fresh Milk machine detects the milk level is empty (when it reaches the Bottom Level Sensor), this event should generate. A close event should generate when the milk is refilled to the point it is no longer considered empty.
PD0035	FRIDGE_TEMP_HIGH	Fridge Temperature High	FALSE	When the Fresh Milk machine detects that the fridge temperature is high (6.9-8), this event generates. When the temperature of the fridge reduces to below 6.9 degrees, when it is then closed and Fridge Overtemperature is generated.
PD0036	FRIDGE_OVERTEMP	Fridge Over Temperature	TRUE	When the Fresh Milk machine detects that the Fridge is over 8 degrees for over 15mins, this event should generate. This event should close when the fridge temperature then goes below 8 degrees temperature. If Fridge temp is over 8 degrees for 4 hours then, Fridge Overtemp Clean required is generated and Fridge Overtemp is closed.
PD0037	MILK_COMPLIANCE_REQUIRED	Milk Replacement Required	TRUE	When the milk or fridge over temperature event has been generated, then this event should generate as an open. When the operator confirms the milk has been replaced then this event should close. Milk needs to be replaced every 24 hours, when 24hours has been reached without the milk needing to be replaced then this event will generate.

2. Operator Alarms

2.1 Alarm Table

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0040	FRIDGE_DOOR_OPEN	Fridge Door Open	TRUE	If the Fresh Milk machine fridge door is open, the machine should generate an open event. When the door is closed, the machine should generate a close event.
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).
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.
PD0068	FRIDGE_OVERTEMP_CLEAN_REQUIRED	Fridge Overtemp Clean Required	TRUE	When the Fridge temperature has been ≥ 8 degrees for 4 hours, this event will generate, disabling all drinks. This event will remain open until a clean has been performed on the machine. When the clean has been run, the counter to 4 hours will reset.

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.
PD0050	STEAM_BOILER_HEATING_TIMEOUT	Steam Boiler sensor alarm - Heating Timeout	TRUE	Heating timeout for boiler exceeded. When the machine has been heating for 180 seconds, this event is generated.
PD0051	STEAM_BOILER_OVERTEMP	Steam Boiler Overtemperature	FALSE	Temperature target exceeded for a short time.

3. Technical Alarms

3.1 Alarm Table

Event ID	Event Code	Friendly Name	Causes Down-time?	Description and Action
PD0052	STEAM_BOILER_PURGE_FAIL	Emptying fault - Steam Boiler Purge Fail	TRUE	The steam boiler is purged after each clean. This event generates when the water sensor level is still recognizing water presence in boiler after boiler emptying process (during descaling or daily cleaning).
PD0053	STEAM_BOILER_SHORT_CIRCUIT	Steam Boiler probe short circuit	TRUE	Boiler temperature sensor in short circuit.
PD0054	STEAM_BOILER_OPEN_CIRCUIT	Steam Boiler probe open circuit	TRUE	Boiler temperature sensor open or disconnected.
PD0055	THERMOBLOCK_SHORT_CIRCUIT	Thermoblock probe short circuit	TRUE	Thermoblock temperature sensor in short circuit.
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).

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 Down-time?	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.
PD0019	MILK_SYSTEM_LAST_CLEANING	Milk System Clean Completed	FALSE	When the clean process has been completed, the machine should generate a Clean Completed event which can be used to indicate every time the machine is cleaned.
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.
PD0038	MILK_COMPLIANCE_CONFIRMATION	Milk Replacement Confirmed	FALSE	When the Operator confirms the milk has been replaced in the machine, this information event should generate
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
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.

