

HEF605 / HEG575

Autofill Water Boiler



Troubleshooting Guide - With the appliance unplugged, empty and cool.

Error Code	
E1 - High level probe is detected	Descale machine & low-level probe.
But low level probe is not detected.	If it persists, call service agent.
	Check low level probe is wired.
	Check high & low level are not switched.
E-2 - Low level probe not detected.	Wait for machine to fill.
	If water can be dispensed then the probe may be covered in lime-scale, -descale machine.
	If descaled and error persists then call service agent.
	Check low level probe is wired.
E-3 Temperature sensor (thermistor) is faulty, missing or not plugged in	Call service agent.
	Thermistor has an open circuit.
E-4 Water is not heating	Element has failed, Call service agent.
	Check element for resistance which should be approx 19 Ohms
E-5 Temperature sensor (thermistor) is faulty	Call service agent.
	Thermistor has a short circuit.
E-6 No incoming water	Check water supply is turned on and mains pressure is above 1bar (14.5psi) If water supply is OK, call service agent as the inlet valve has likely failed.
Water is dispensing slowly	Descale the machine and tap.

Any faults relating to scale are not covered under warranty.