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# BUNN®

## SURE TAMP AUTO TROUBLESHOOTING GUIDE

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**INTRODUCTION:** When an error message appears at the bottom of the display screen, follow this Troubleshooting Guide to locate the possible cause and choose the solution.

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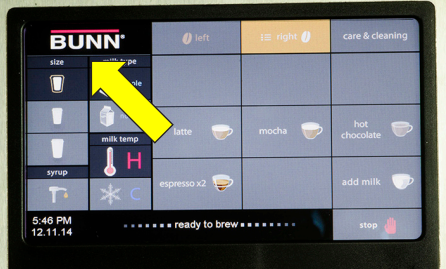
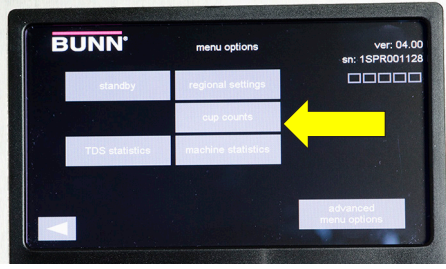
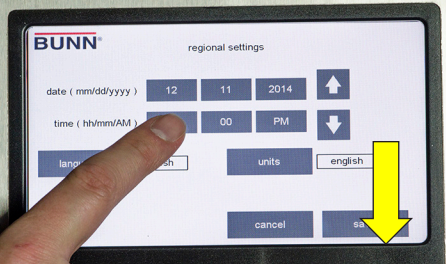
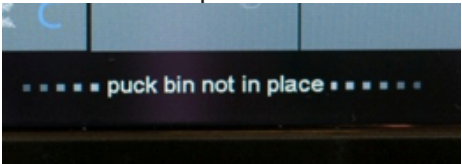
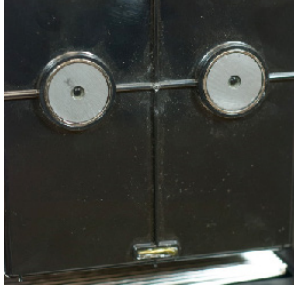
### BUNN-O-MATIC CORPORATION


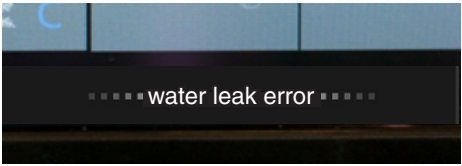
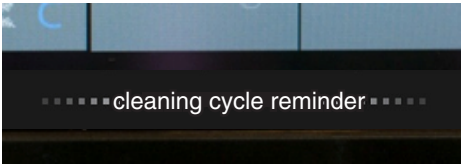

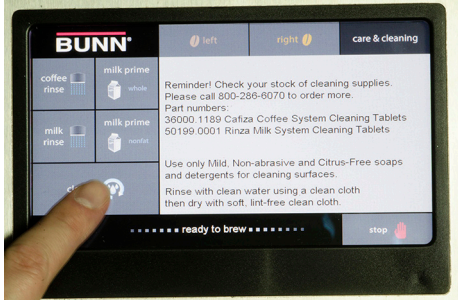
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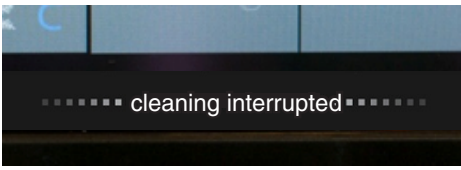

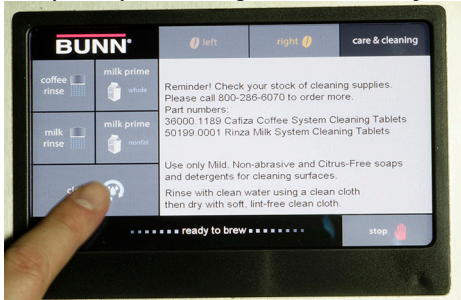
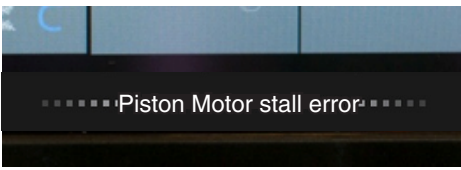
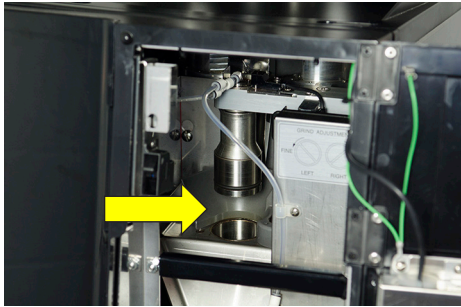
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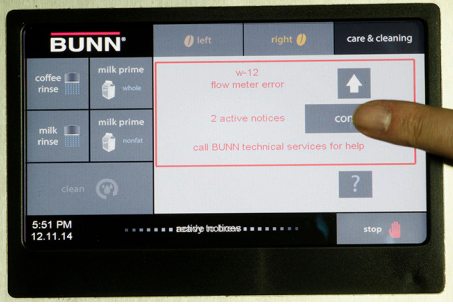
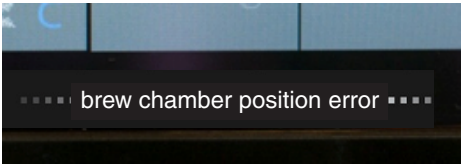
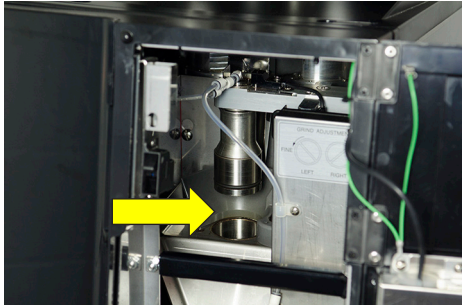

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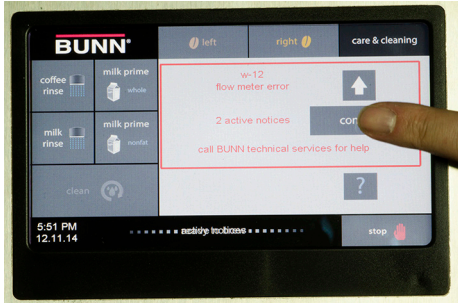
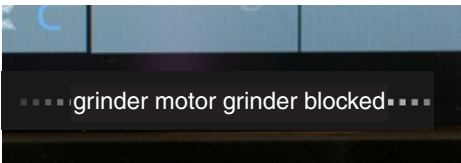
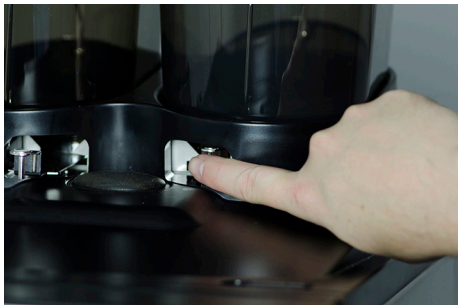




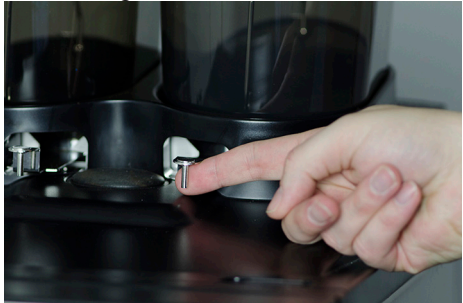

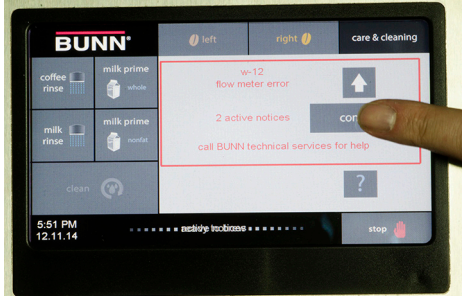
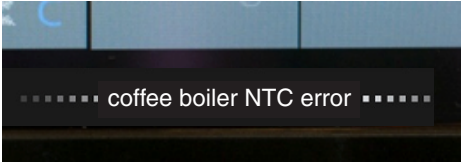
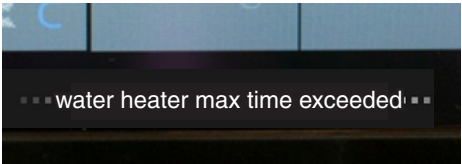
Symptom	Suggestion(s)	Suggestion Content
Date/time incorrect	Reset clock and calendar	<p>Step 1 Press &amp; hold BUNN for 3 sec</p>  <p>Step 2 Select Regional settings</p>  <p>Step 3 Press the incorrect field and use the arrows to set</p>  <p>Step 4 Press save</p>
Puck bin missing	Reinsert puck bin	<p>Step 1 Locate puck bin and insert into puck bin slot</p>
<p>Puck bin not in place</p> 	Verify magnet is intact	<p>Step 1 Locate &amp; remove puck bin and view the rear side</p> 

Symptom	Suggestion(s)	Suggestion Content
	<p>Verify reed switch is properly seated If the steps above do not resolve the issue, call for service.</p>	<p>Step 2 View the reed switch mounted on the puck bin panel</p> 
<p>Water leak error</p> 	<p>Flow meter senses unplanned water movement, could be a leaking water line, valve, pump etc If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Check bottom of machine at openings and seams for water leakage</p>
<p>Cleaning Cycle Reminder</p> 	<p>Perform the picture prompted cleaning cycle</p>	<p>Step 1 Press the care and cleaning tab on the touch screen</p>  <p>Step 2 Press the cleaning button and follow the prompts through the entire cycle</p> 

Symptom	Suggestion(s)	Suggestion Content
<p>Cleaning interrupted</p> 	<p>Per form the picture prompted cleaning cycle</p>	<p>Step 1 Press the care and cleaning tab on the touch screen</p>  <p>Step 2 Press the cleaning button and follow the prompts through the entire cycle</p> 
<p>Piston Motor stall error</p> 	<p>May be an obstruction in the brew chamber assembly</p>	<p>Step 1 Open operator door</p> <p>Step 2 Check for obstructions</p>  <p>Step 3 Close operator door</p>

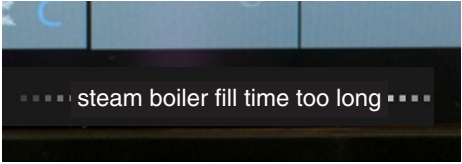
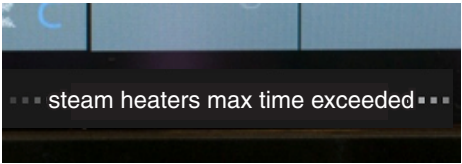
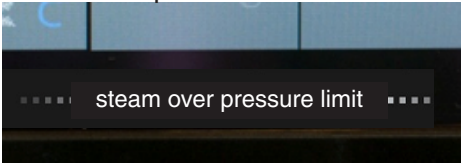
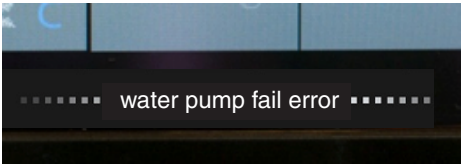
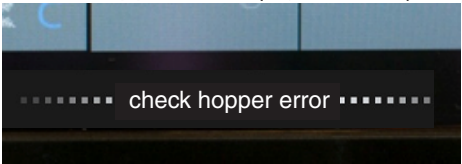

Symptom	Suggestion(s)	Suggestion Content
		<p>Step 4 Press Care &amp; Cleaning tab</p>  <p>Step 5 Press continue</p> 
<p>Brew chamber position error</p> 	<p>Occurs when the piston is moving but does not enter the brew cup</p>	<p>Step 1 Open operator door</p> <p>Step 2 Check for an obstruction</p>  <p>Step 3 Close operator door</p> <p>Step 4 Press care and cleaning tab</p> 

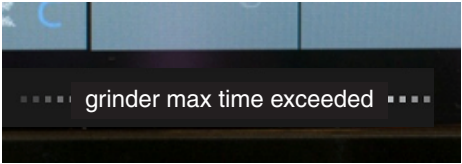
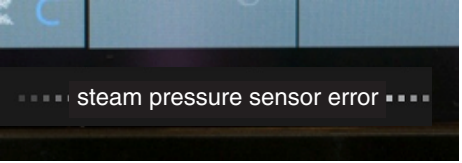
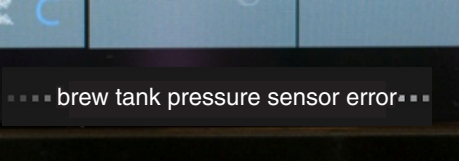
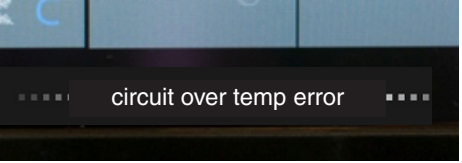


Symptom	Suggestion(s)	Suggestion Content
	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 5 Press continue</p> 
<p>Grinder Motor Grinder Blocked (left or right)</p> 	<p>May be a foreign object lodged in the grinder</p>	<p>Step 1 Push hopper slide gate all the way closed</p>  <p>Step 2 Remove hopper by lifting straight up</p>  <p>Step 3 Use a shop vac to clear the grinder opening</p> 

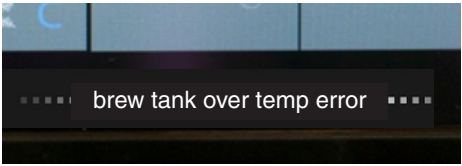
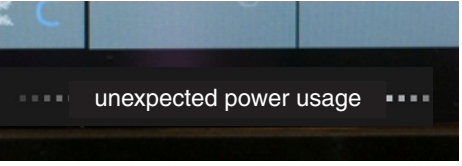
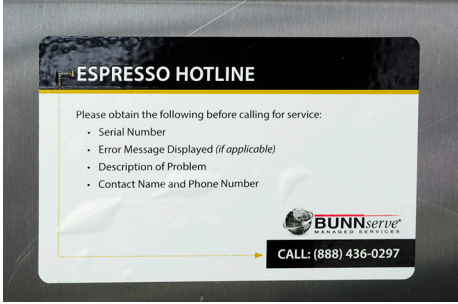
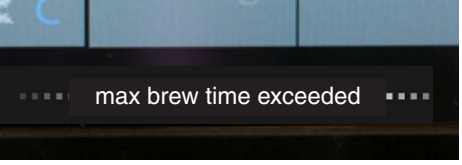
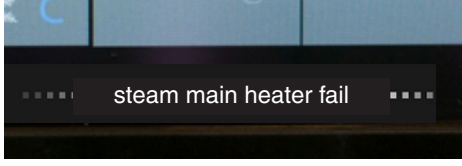
Symptom	Suggestion(s)	Suggestion Content
	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 4 Reposition the hopper &amp; fully open the slide gate</p>  <p>Step 5 Press Care &amp; Cleaning tab</p>  <p>Step 6 Press continue</p> 
<p>Coffee Boiler NTC error</p> 	<p>Coffee boiler temperature sensor not sensing If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue to reset</p>
<p>Water heater max time exceeded</p> 	<p>Brew water If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue to reset</p>

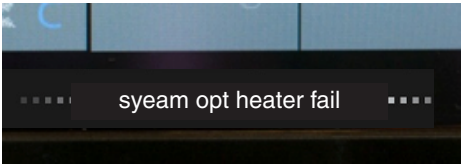
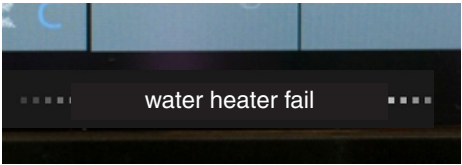
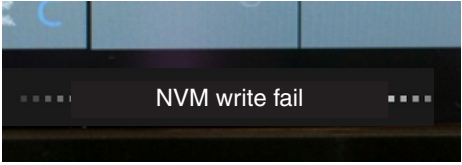
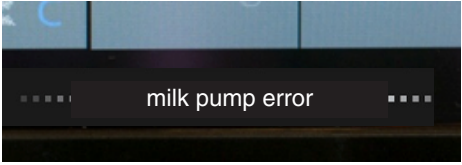
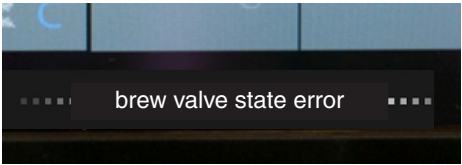
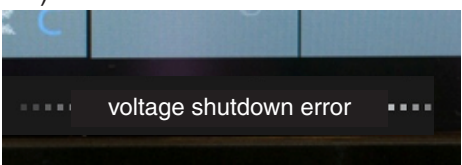

Symptom	Suggestion(s)	Suggestion Content
<p>Flow meter error</p> 	<p>Main water supply line is turned off</p> <p>Quick Connect water line is not attached properly</p> <p>Restricted water flow If the steps above do not resolve the issue, call for service.</p>	<p>Ensure the water line is turned on</p>  <p>Ensure the Quick Connect water line is firmly connected to the rear of the brewer and to the water source.</p>  <p>Step 1 Visually inspect water line for blockages or kinks</p> <p>Step 2 Verify water filtration system is not restricting the flow, replace water filter if needed</p>

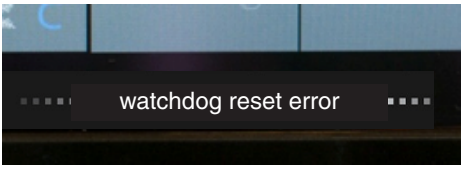
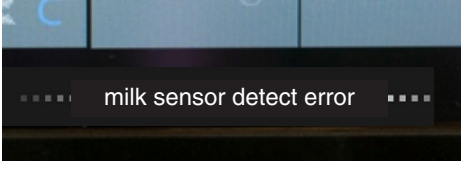
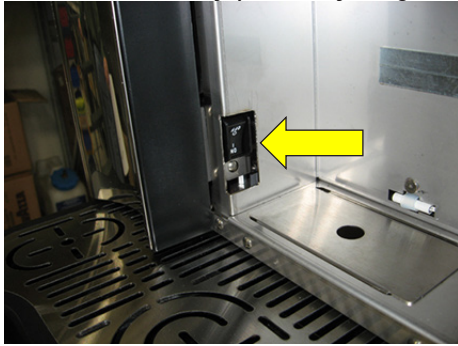
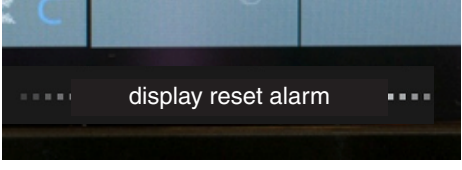


Symptom	Suggestion(s)	Suggestion Content
<p>Steam boiler fill time too long</p> 	<p>Water flow is compromised</p> <p>Steam boiler water level probe not sensing water</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>See troubleshooting advice for “flow meter error”</p> <p>Requires technical assistance</p> <p>Press continue to reset</p>
<p>Steam heaters max time exceeded</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Press continue to reset</p>
<p>Steam over pressure limit</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Press continue to reset</p>
<p>Water pump fail error</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	
<p>Check hopper error (right or left)</p> 	<p>Brew time too short</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Fill hopper</p> <p>Check to see if slide gate is open</p> 

Symptom	Suggestion(s)	Suggestion Content
<p>Grinder max time exceeded</p> 	<p>Grinder control circuit malfunction</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Press continue to reset</p>
<p>Steam pressure sensor error</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Press continue to reset</p>
<p>Brew tank pressure sensor error</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Press continue to reset</p>
<p>Circuit over temp error</p> 	<p>Temperature of main circuit board has exceeded maximum allowed for proper operation</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1</p> <p>Check the airflow at the vent of the machine for fan operation</p>  <p>Step 2</p> <p>What is the room ambient? Temp not to exceed 86°</p> <p>Step 3</p> <p>Cycle off power &amp; allow to cool down</p> 

Symptom	Suggestion(s)	Suggestion Content
<p>Brew tank over temp error</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	
<p>Unexpected power usage</p> 	<p>Power down machine immediately</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Requires technical assistance</p> 
<p>Max brew time exceeded (right or left)</p> 	<p>Shot time too long</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Check the beans, are they a new roast or lot?</p> <p>Step 2 Check the EXACT recipe, was it altered recently?</p> <p>Step 3 Recalibrate grinder if it is not accurate</p>
<p>Steam main heater fail</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	

Symptom	Suggestion(s)	Suggestion Content
<p>Steam opt heater fail</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	
<p>Water heater fail</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	
<p>NVM write fail</p> 	<p>Internal software cross check</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue and retry</p>
<p>Milk pump error</p> 	<p>Milk pump didn't respond as expected</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue and retry Open fridge door for 1 hour Run a cleaning cycle Pump may have frozen milk in it</p>
<p>Brew valve state error</p> 	<p>Internal timing mismatch</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue and retry</p>
<p>Voltage shutdown error (24V, 8, 5 ext)</p> 	<p>Internal power supply shut down</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue Step 2 Cycle power to reset</p> 

Symptom	Suggestion(s)	Suggestion Content
<p>Watchdog reset error</p> 	<p>Internal software cross check</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Press continue</p>
<p>Milk sensor detect error</p> 	<p>Milk sensor is not providing feedback to the main CBA</p> <p>If it occurs while cleaning.....</p> <p>If the steps above do not resolve the issue, call for service.</p>	<p>Step 1 Reset machine by power cycling</p>  <p>Step 2 Rerun a cleaning cycle</p>
<p>Display reset alarm</p> 	<p>If the steps above do not resolve the issue, call for service.</p>	

**General tips:**

- Avoid putting embedded text into any pictures that are used in the Suggestion Content. If there is embedded text, this image will have to be replaced when the content is translated to other languages.
- The last suggestion for each symptom should always be “If the steps above do not resolve the issue, call for service.”
- When using images, it helps to use arrows and/or circles to point to specific parts on the equipment
- When showing a specific part on the equipment, it often helps to show both a zoomed out and zoomed in image, so that the user can easily find the referenced part (example below).