

NISSEI error assistance

Is your NISSEI soft serve machine showing an error message (E1 to E13)? In this document, you'll quickly find what the code means and what you can do to solve the issue.

Does the error keep recurring or do you have another problem?

Contact your local technical support where you bought your soft serve machine.

E1

Check the machine's power supply.

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

The machine is phase-sensitive.

Have a qualified person reverse the phase in the plug.

E2

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

Check the three fuses in the fuse box.

E3

For water-cooled machines: Check that the inlet and outlet hoses are not kinked and that the water tap is open.

For air-cooled machines: Make sure there is enough space around the machine to release heat during pasteurization.

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

E4

1. Reset the machine and leave it on standby for 30 minutes.
2. If the error appears right after standby or pasteurization, contact your local technical support.
3. Check the three fuses in the fuse box.

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

E5

1. Check whether the upper tank's agitator is rotating. Look for blockages and check the fuse.
2. Make sure the mix tank lid is properly in place during pasteurization.
3. The mix tank should be filled no more than 5 cm below the rim.
4. Reset and restart pasteurization.

Warning: Check if the mix is sour. If it is, the machine must be thoroughly cleaned.

If the error persists, contact your local technical support.

E6

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

If the error persists, contact your local technical support.

E7

1. Reset and place the machine on standby for 30 minutes.
2. If the error appears immediately after standby or pasteurizing, contact your local technical support.
3. Check the three fuses.

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

E8

1. Check whether the upper tank's agitator is rotating. Look for blockages and check the fuse.
2. Make sure the mix tank lid is properly in place during pasteurization.
3. The mix tank should be filled no more than 5 cm below the rim.
4. Reset and restart pasteurization.

Warning: Check if the mix is sour. If it is, the machine must be thoroughly cleaned.

If the error persists, contact your local technical support.

E9

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

If the error persists, contact your local technical support.

E10

1. If the draw valve(s) is open, close it and reset the machine.
2. **Foot pedal models:** Press the pedal correctly and ensure the draw valve closes.
3. **Manual models:** Check that the handles are closed.

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.

E11

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.
Warning: Always check the mix in the tank. If sour, clean the entire machine.

If the error persists, contact your local technical support.

E12

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.
Warning: Always check the mix in the tank. If sour, clean the entire machine.

If the error persists, contact your local technical support.

E13

Reset the machine as follows:

1. Press the emergency stop and wait 30 seconds.
2. Turn the emergency stop a quarter turn to switch the machine back on.
3. Start up the machine according to procedure.
Warning: Always check the mix in the tank. If sour, clean the entire machine.

If the error persists, contact your local technical support.