



# Troubleshooting

PROBLEM/Error Code Displayed on Screen	POSSIBLE CAUSE	WHAT TO DO
When the water tank is filled, neither cold nor hot water comes out.	<ul style="list-style-type: none"><li>• Uneven placement and tilt of the water tank</li></ul>	<ul style="list-style-type: none"><li>• Make sure the water tank is full and pushed down to ensure good installation.</li><li>• If the dispensing problem persists, contact Breville Customer Service.</li></ul>
Slow water flow rate	<ul style="list-style-type: none"><li>• Aging of pump or inlet at the base of the unit is clogged</li></ul>	<ul style="list-style-type: none"><li>• Contact Breville Customer Service</li></ul>
Small amounts of black particles in water tank	<ul style="list-style-type: none"><li>• These are small pieces of carbon from the filter. These carbon particles are food grade and are not harmful. They will not impair the performance of your filter or unit.</li></ul>	<ul style="list-style-type: none"><li>• Flush your water unit and water filter cartridge. Refer to 'Flushing the Breville AQUASTATION™' (page 12) and 'Preparing the Activ360 Filter' (page 12) <b>NOTE:</b> Some carbon fibre residual may still be present after flushing the water unit and filter.</li></ul>
START/STOP Button does not respond	<ul style="list-style-type: none"><li>• The unit is not connected to the power</li></ul>	<ul style="list-style-type: none"><li>• Plug in to a usable power outlet and turn power on.</li></ul>
Leakage from water tank	<ul style="list-style-type: none"><li>• The water tank is filled beyond the maximum water level</li><li>• Tank is not firmly pushed into position</li></ul>	<ul style="list-style-type: none"><li>• Ensure water is only up to the MAX water level marking. If leakage continues, please contact Breville Customer Service</li><li>• Replace the water tank, pressing down to ensure that it is properly positioned and attached to the unit</li></ul>
Odd taste of the water	<ul style="list-style-type: none"><li>• The filtered water is not used for a long time</li><li>• The filter has reached end of life</li></ul>	<ul style="list-style-type: none"><li>• Discard the remaining water in the water tank and refill with fresh tap water. Depending on the length of time, the filter may require flushing again.</li><li>• Replace with new filter</li></ul>
"FILTER RESET" flashing on LCD screen.	<ul style="list-style-type: none"><li>• Filter needs to be changed or filter reset has not been actioned</li></ul>	<ul style="list-style-type: none"><li>• Change the filter if required, turn the FUNCTION dial until the indicator on the LCD screen reaches the FILTER RESET function and press ADJUST/SET button once to reset.</li></ul>
LO	<ul style="list-style-type: none"><li>• Water temperature in water tank less than 5 °C</li></ul>	<ul style="list-style-type: none"><li>• Fill water between 5 °C to 40 °C</li></ul>
HI	<ul style="list-style-type: none"><li>• Water temperature in water tank is higher than 40 °C</li></ul>	<ul style="list-style-type: none"><li>• Fill water between 5 °C to 40 °C</li></ul>



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E03	<ul style="list-style-type: none"><li>• Protection against power supply fluctuations</li><li>• Heating element malfunction</li></ul>	<ul style="list-style-type: none"><li>• To clear the error message, turn the power off at the power outlet and unplug the unit. Reconnect the unit to a power outlet and turn the power on.</li><li>• If the dispensing problem persists, contact Breville Customer Service.</li></ul>
E04	<ul style="list-style-type: none"><li>• Dry boil protection</li></ul>	<ul style="list-style-type: none"><li>• Turn the unit off at the power and Contact Breville Customer Service</li></ul>
E05	<ul style="list-style-type: none"><li>• Cooling Tank NTC open or short</li></ul>	<ul style="list-style-type: none"><li>• Contact Breville Customer Service</li></ul>
E06	<ul style="list-style-type: none"><li>• Altitude Sensor Failure</li></ul>	<ul style="list-style-type: none"><li>• You can continue to use the appliance, however, contact Breville Customer Service as a change in altitude will impact performance.</li></ul>

If you cannot remedy problems by using the troubleshooting chart above, contact Breville Customer Service.