

## FAQ QEAMER

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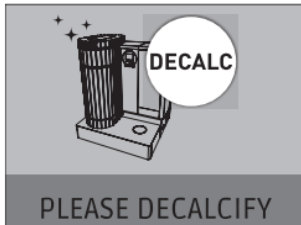
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## 1. How do I decalcify a QEAMER?

The „Please decalcify“ display appears automatically when the device is started. By pressing the OK button, you can clear the display and carry out decalcifying at a later time.

**Note:** Please use the decalcifying agent from Carogusto and follow the instructions in the user manual on page 26 ff.



**CAUTION:** Irritation due to skin and eye contact with the decalcifying agent cannot be ruled out.

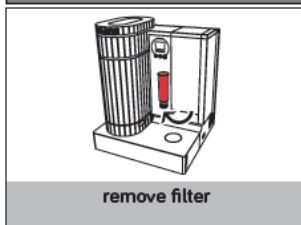
Decalcifying must always be carried out completely and takes about 20 minutes.

Precondition: The display shows 'READY' and the water tank is still half full of fresh water.

- The decalcification program is selected under the 'Service' menu item.
- Use the arrow buttons to select "decalcification" and then press the OK button.
- The "decalcification" operating menu now appears.
- Select 'Start YES' and press the OK button.
- - Decalcification is started.



The device is first rinsed through with water. The display shows the "Rinsing" symbol.



After a short time, the "remove filter" symbol appears with the command to remove the water tank and take out the filter cartridge.



Fill the empty water tank (without filter cartridge) with Carogusto decalcifying agent and reinsert the water tank.

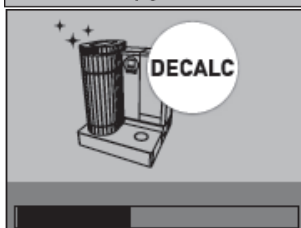
After inserting the water tank with the descaling agent, the rinse button lights

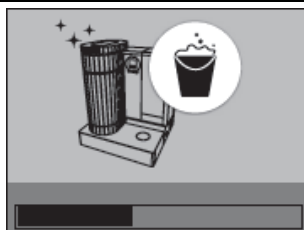
up. 

By pressing the Rinse button you are confirming that decalcifier is present in the water tank.

The decalcification program begins.

The display shows "DECALC" with a progress bar.

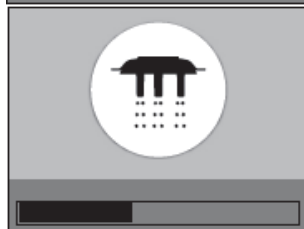




Once the decalcifier has gone through, the display shows the "Rinse water tank" symbol.

- Remove the water tank and rinse it out with plenty of fresh water.
- Replace the filter cartridge in the water tank and fill it with fresh water up to the "MAX" mark.

After replacing the water tank with fresh water, the Rinse button lights up.



By pressing the Rinse button you are confirming that fresh water is present in the water tank.

The device will now be rinsed.

The display shows the "Rinsing" symbol.

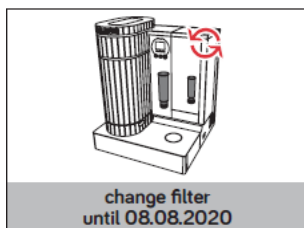


After rinsing, the device heats up and is ready for preparation. The display shows the "READY" symbol.

## 2. Problems with the filter cartridge

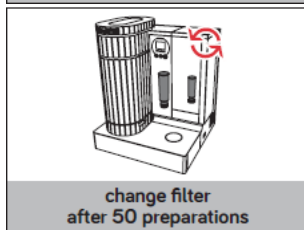
### 2.1. How to change a filter cartridge?

The water filter has two different types of depletion:



#### Reaching the operating time

When the operating time of the water filter is reached (4 months after initial insertion), this is indicated by a corresponding message on the display. A warning message appears on the display 14 days before the expiry date to inform the user that the filter is exhausted and must be replaced promptly. Once the operating time of 4 months has been reached, no more preparations are possible without a new filter cartridge.



#### Reaching the liter capacity

When the preset liter capacity of the water filter is reached, this is indicated by a corresponding message on the display. A counter appears on the display. The counter counts down from 99 (menu references) to 0. The 'Counter' display is intended to remind you that a filter cartridge must be available immediately as a replacement because the filter cartridge is required to operate the appliance. With a counter reading of 0, no preparations are possible without a new filter cartridge.

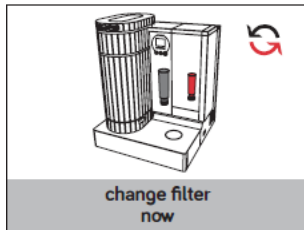
**The warnings are only displayed once, each time the QEAMER is switched on.**

### 2.2. Procedure to change the filter cartridge

- Remove the water tank from the device and empty the water tank.
- Turn the filter cartridge counterclockwise and remove it from the water tank.
- Clean the water tank with a clean sponge and detergent. Rinse the tank thoroughly with fresh drinking water.
- Remove the protective cover from the new filter.
- Insert the filter cartridge into the water tank with washed hands.
- Turn the filter cartridge clockwise until you hear it click into place.
- Fill the water tank with fresh, cold drinking water up to the 'MAX' mark and reinsert the tank.

The device rinses the filter cartridge with approx. 0.4 l of water and is then ready for use again.

## 2.3. The water filter suddenly reports that it is used up (needs to be replaced), although only a few menus have been steamed



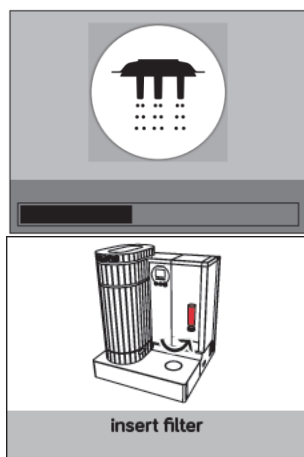
The QEAMER suddenly reports that the filter needs to be replaced, even though it is new or cannot possibly be 4 months old.

- Check that the filter is correctly seated in the water tank.
- If the error persists, switch the QEAMER off and on at the main switch on the right to restart it.
- If the error persists, insert a new filter.

Please do not dispose of the filter and contact Carogusto in any case.

If the QEAMER reports "Change filter" during decalcification, stop the decalcification process.

## 2.4. The QEAMER suddenly rinses endlessly after a filter change.



During the rinsing process of the new filter, the symbols 'Rinsing process' and 'Insert filter' alternate endlessly on the display.

- Check that the filter is correctly seated in the water tank.
- If the error persists, switch the QEAMER off and on at the main switch on the right to restart it.
- If the error persists, insert a new filter.

Please do not dispose of the filter and contact Carogusto in any case.

## 3. Problems with the display

### 3.1. The display remains white



If the display is white or "display test" is displayed, switch the QEAMER off and on at the main switch to restart the device.

If the error persists, please contact Carogusto. This is a service case.

### 3.2. The display remains black although the main switch is on



If the display is black, switch the QEAMER off and on at the main switch to restart the device.

If the display remains black, please check whether the socket in use has power (possibly by your own in-house service).

If the error persists, please contact Carogusto. This is a service case.

### 3.3. The display shows «missing text»

If “missing text” is shown on the display, switch the QEAMER off and on at the main switch to restart the device.

If the error persists, please contact Carogusto. This is a service case.

## 4. Problems during preparation

### 4.1. The QR-Code cannot be read



If the bowl does not move to the preparation position after pressing the “Start” button, the scanner does not recognize the QR code on the base of the menu bowl and the “Menu not recognized” symbol appears on the display.

- Turn the menu bowl by 90° in the food holder and confirm with the “OK” button.
- Preparation restarts and the menu should now move to the preparation position.



If the bowl does not move into the preparation position again, the “clean glass surface” symbol appears on the display.

- Remove the menu from the holder tray, clean any condensation from the scanner glass and the underside of the bowl with a dry cloth.
- After cleaning, place the menu in the receptacle and press the “Start” button.
- If the QR code is still not readable, it is possible to start the menu with the default program.



When the question mark appears on the display, press the left arrow button and confirm with the “OK” button. The menu is now heated in the default program 1 quantity 55ml, 10s.

The quantity 55ml indicates the amount of water added to the menu during preparation and the 10s is the pause time during preparation for the heat transfer to the food.

The small red number in the display shows the total number of unread menus.

*Alternatively, default program 1 can be started immediately after the “Menu not recognized” symbol appears. This bypasses the steps “Rotate the bowl by 90°” and “Clean the scanner glass”, but the preparation is then not menu-specific and the product quality may be lower.*

### 4.2. My menus are colder than before

Calcification of the device or a clogged mixing head are often the cause of colder menus.

- Check the status of the calcification indicator in the display menu under “Statistics” - “Calcification”. If the status is 50% or more, descaling must be carried out. Clearly visible calcification marks in the water tank can also be an indication of a high limescale content.
- If the bottom of the menu bowls are wet after preparation, even though the calcification indicator has not yet reached 50%, the rinse valve is probably blocked. This can be remedied by decalcifying.
- Check the flow rate of all steam nozzles on the mixing fingers by holding the mixing head under a jet of water and checking that the water flows out evenly through all 3 steam nozzles per finger.
- Check that the menus are not stored too cold. The optimal storage temperature is between +5°C and +7°C.

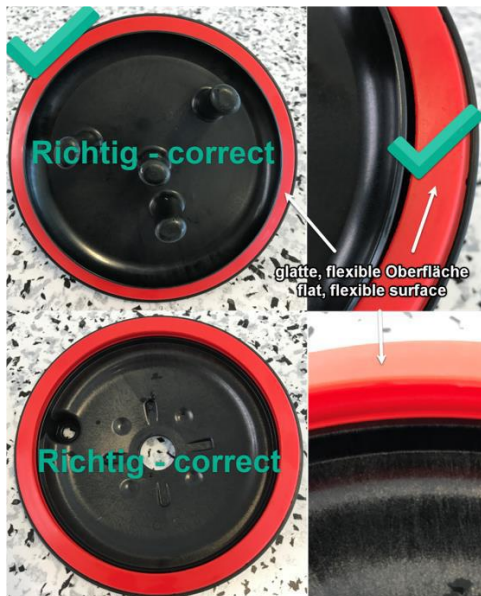


If the menus are stored correctly and do not have the desired temperature after descaling and checking the mixer, please contact Carogusto. This is a service case.



### 4.3. Sauce splashes onto the work surface during preparation

Check that the red seal on the mixer has been inserted correctly: the flexible, smooth side must be on the outside.



### 4.4. The menu bowl is sucked in after steaming when the mixing unit is raised to the home position.

Pressure equalization is not possible and the vacuum created will suck in the bowl. There are three things you can check on site.

- a) The two waste water hoses under the machine protrude too far into the waste water drawer / waste water tank (are too long). They may then stand in the waste water and prevent pressure equalization.



First, the length of the hoses has to be checked. Shorten the hoses so that they protrude into the upper quarter of the waste water drawer / waste water tank at most.

- b) In a few cases, the hose inside the device has a kink near the connection nipple and no longer has a passage.



The ventilation can be checked with the machine closed by disconnecting the hose on the gearbox side and blowing in air.

The venting path should be open and clear.

If the ventilation is closed, contact Carogusto. This is a service case.

- c) If the steam outlet hose (white hose) under the machine forms a bend (a kind of siphon) due to the routing, which fills with condensed water, the pressure equalization will be disturbed.



Ensure a straight, kink-free and always sloping installation.

## 5. Alarm messages and how to resolve them

If you do not have the operating instructions to hand, alarm messages from the QEAMER are described below.

### 5.1. Menu not recognized



Check the QR code on the underside of the menu bowl. This must be stuck in the centre.

See chapter 4.1 The QR-Code cannot be read.

### 5.2. Preparation-Stop



A stop occurred during preparation.

If the switch-on button is pressed during preparation or the water tank is removed, the machine stops immediately. Please reinsert the water tank.

### 5.3. Remove the protective foil

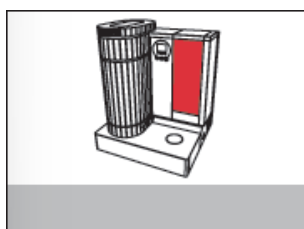


During preparation, the device has detected that the protective foil is still attached to the menu bowl.

Remove the protective foil from the menu bowl.

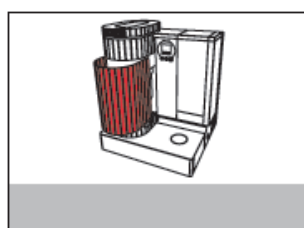
See also chapter 6.1 Warning 04 – Foil detection.

### 5.4. Fill water tank



- The water tank is empty. Please fill the water tank with drinking water.
- If the water tank is full and the error message is still displayed, remove the water tank and reinsert it.
- If the error message persists, remove the tank and decalcify it (**ATTENTION:** remove the filter cartridge first). Then rinse the tank thoroughly and fill it with clean, cold drinking water.

### 5.5. Cover preparation unit missing

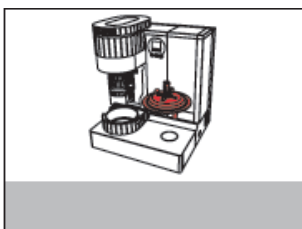


Check the position of the cover of the preparation unit.

See also chapter 8.1 The QEAMER reports a missing cover even though it is inserted.



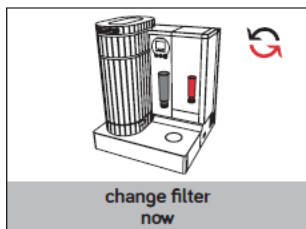
## 5.6. Mixing unit missing



Check the engagement (locking-in) of the mixing unit.

See also chapter 7.7 Error 55.

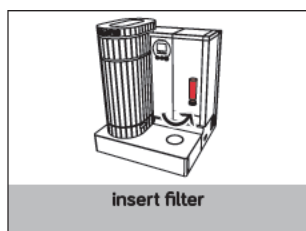
## 5.7. Change filter cartridge



Replace the exhausted filter cartridge with a new one.

The filter change is described in chapter 2.1 How to change a filter cartridge?

## 5.8. Filter cartridge missing



Remove the tank and insert the filter cartridge.

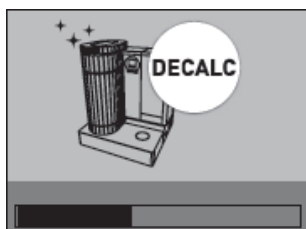
Inserting the filter is described in chapter 2.1 How to change a filter cartridge?

## 5.9. Clean scanner window



Clean the scanner window with a dry cloth.

## 5.10. Device calcified



Carry out the decalcification program.

See also chapter 1 How do I decalcify a QEAMER?

## 6. Warnings

### 6.1. Warning 04 – Foil detection

Warning 4 means that the foil detection has been triggered. This can happen in the following cases:

- The protective foil of the menu has not been removed. Please remove it.
- The menu has been stored too cold and may even be frozen. Make sure that the menu has a core temperature between +5 and +7 °C and restart the preparation.
- If the device subsequently reports an error 71 / double use, prepare the menu using the default reference. See chapter 7.13 Error 71.

If these two cases are not the cause of the problem, please contact Carogusto. This is a service case.

### 6.2. Warning 12 – missing dish receptacle

The device reports a missing dish receptacle (although present). The following steps can solve the problem:

- Remove and reinsert the dish receptacle.
- If the error persists, check on the back whether the magnets located behind a round cover are present. If these are missing, the magnet or the dish receptacle must be replaced.
- If the magnets are present, please check whether the error disappears when the dish receptacle is lifted a few millimetres. If this is the case, the dish receptacle should be replaced.



Please contact Carogusto for a new dish receptacle.

## 7. Errors

The most common error messages are described below, including the appropriate procedure for solving the problem.

### 7.1. Error 45 / Error 46

Supply voltage outside the valid range.

- Switch the machine off and on again at the main switch to restart it.
- If the problem persists, check the mains voltage of the socket to which the appliance is connected (possibly with your own in-house service). In addition, the fuse / FI switch of the house installation should also be checked directly.

If the problem persists, contact Carogusto. This is a service case.

### 7.2. Error 48

Buffer battery on the mainboard (almost) empty.

Please contact Carogusto. The backup battery must be replaced and this is a service case.

## 7.3. Error 50 / Error 51

Flowmeter timeout: Flowmeter signals are not correct.

- Switch the device off and on again at the main switch to restart it.
- If the problem persists, please check whether the filter is completely immersed in water. Lightly "pump" the water tank by raising and lowering the water tank by max. 10 mm during the filling process.
- If the water filter is not immersed in the water, check the tank for damage. If the water tank is damaged, please contact Carogusto for a new water tank.

If the QEAMER is not used for a longer period of time, the pumps may stop pumping.

- A clear indication of this is that the metallic pump noise (dry running) does not turn into a pleasant whirring sound during the filling process.
- Other causes of error 50/51 may be a leaking water filter. If the QEAMER usually displays error 50/51 in the morning, this may be due to the water filter having leaked overnight. The water tanks are often emptied in the evening, cleaned and stored empty with the water filter in place until the next use. It can happen that the water in the filter runs back into the water tank and air gets into the filter. The next time it is started, the QEAMER draws in air and reports error 50/51. Restart the QEAMER several times until the air has escaped from the fluid system. It is recommended to leave the water in the water tank overnight and only fill up with fresh water the next morning. This prevents the water from leaking out of the filter.

If the problem persists, please contact Carogusto. This is a service case.

## 7.4. Error 52

Error in the temperature control (sensor/actuator system).

- Switch the appliance off at the main switch and then on again to restart it.

## 7.5. Error 53

The QEAMER is too cold.

- Please bring the QEAMER into the operating temperature range (5-35°C)

## 7.6. Error 54

The device is too warm.

- Switch the device off at the main switch and wait 2 minutes. Then switch the device on again.

If the problem persists, please contact Carogusto. This is a service case.

## 7.7. Error 55

Mixing unit not inserted.

- Please check whether a mixing unit is inserted and whether it is correctly engaged.
- If the problem persists, switch the device off at the main switch and then on again to restart it.

If the problem persists, please contact Carogusto. This is a service case.

## 7.8. Error 60

Initialization error.

- Switch the device off at the main switch and then on again to restart it.

If the problem persists, please contact Carogusto. This is a service case.

## 7.9. Error 61

Error when referencing the axes.

- Switch the device off at the main switch and on again to restart it.
- If the problem persists, move the vertical (error 62) or horizontal axis (error 63) manually with a strong jerk (to approx. center position), then switch the device on again at the main switch.

If the problem persists, please contact Carogusto. This is a service case.

## 7.10. Error 62 / Error 63 / Error 64 / Error 65

Vertical or horizontal axis error.

- Switch the device off at the main switch and then on again to restart it.
- If the problem persists, move the vertical (error 62) or horizontal axis (error 63) manually with a strong jerk (to approx. middle position), then switch the device on again at the main switch.

If the problem persists, please contact Carogusto. This is a service case.

## 7.11. Error 66 / Error 67

There is no operating voltage for the vertical or horizontal axis.

- Switch the device off at the main switch and then on again to restart it.

If the problem persists, please contact Carogusto. This is a service case.

## 7.12. Error 70

QR-code module does not respond.

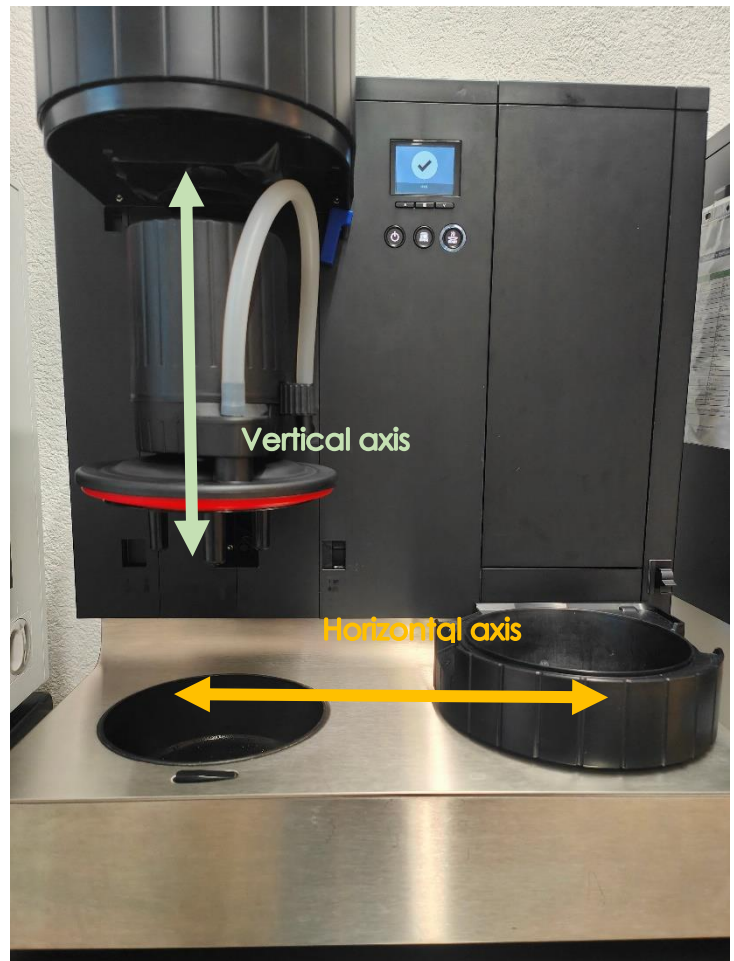
- Switch the device off at the main switch and then on again to restart it.

If the problem persists, please contact Carogusto. This is a service case.

## 7.13. Error 71

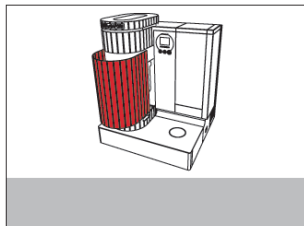
QR code is used twice (each menu bowl may only be used once!).

If this is the case due to a previous warning 4, remove the QR code on the underside (or cover it) and insert the bowl again and press Start. The device now reports "not recognized" and you can start the default preparation with the left arrow button by selecting Default 1 and confirming with ok.



## 8. Miscellaneous problems

### 8.1. The QEAMER reports a missing cover even though it is inserted.



The QEAMER continuously reports that the hood is missing even when the hood is fitted.

Check the hood again to ensure that it is correctly fitted.

If the problem persists, please contact Carogusto. This is a service case.

### 8.2. It rattles loudly when the mixing head moves downwards.

A loose gear belt on the vertical axis can cause a rattling noise when the gearbox/mixer unit moves downwards.

This can be remedied by tightening the toothed belt and lubricating moving parts locally.

Please contact Carogusto. This is a service case. In the meantime, the device can continue to be used.

### 8.3. Water leaks into the drain pan (400V only)



Calcification particles or deposits can cause the flush valve to no longer close completely and leak into the drain pan when the QEAMER is not in use. This may be the result of an incorrect water hardness setting on the QEAMER or regular decalcification has not been carried out.

- Check the status of the calcification indicator in the display menu under "Statistics" - "Calcification". If the status is 50% or more, decalcification must be carried out.
- Clearly visible calcification marks in the water tank can also be an indication of a high calcification level.
- Please take the opportunity to check whether the water hardness has been set correctly. This can only be changed by a service technician. Please contact Carogusto for this purpose.

If the problem persists, please contact Carogusto. This is a service case.