

Error Code E01 – Machine Not Heating

E01 means that there is a problem with the heater, thermocouple or PC Board. Please follow the instructions below so that we can diagnose the problem and send the correct replacement parts to you.

Note: If you have two machines, you can try to exchange the motherboard to see if this fixes the problem.

<https://www.youtube.com/watch?v=jlxU5n8BwOk>

If you don't have a second machine or another motherboard then you will need a multimeter to do the inspection, if you don't have one, you can get cheaply at Wal-mart or on Amazon:

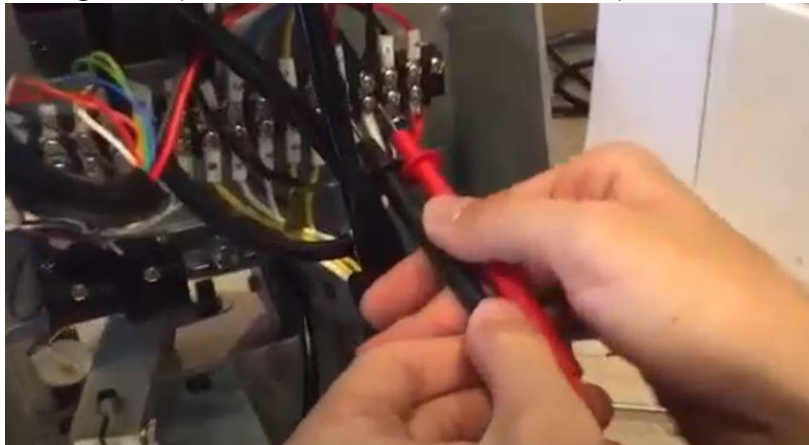
<https://www.amazon.com/AstroAI-Digital-Multimeter-Voltage-Tester/dp/B01ISAMUA6/?tag=bubbleteaolog-20>

1) Remove the back cover of the machine:

<https://drive.google.com/drive/u/3/folders/1YZLP-8UYRaejeueoe4eyeehCgzRyqqO2>

2) Plug in the machine and turn on the power. The test will be doing during the machine is heating.

3) Turn the multi-meter to AC 200(110V machine)/AC 1000(220V machine), connect the black and red prongs to the heating wires (the 4th and 3rd wires from the left).



Video:

https://drive.google.com/file/d/1-kDFwFWMtevqzt9hKRTu7AI31bX6fJN_/view?usp=sharing



There will be 2 possible results from the multimeter test:

Result 1

If the multimeter reading is zero, please turn off the power and unplug your machine:

Open up the front case and check if the ribbon cables are burnt on the PC Board:

Video:

https://drive.google.com/file/d/1D9lFlpz864r_fPB0T-Yp33ZddR3bCDl0/view?usp=sharing

If they are not burnt and the multimeter reading was 0 then your PC Board most likely needs to be replaced.

If your machine is less than 1 year old then it will be covered by the warranty and we will replace it for free, if the warranty has expired then you can order a new one here:

<https://www.bubbleteaology.com/product/999sn-replacement-pc-board/>

Result 2

If there's value shown on the multimeter, it means the current is delivered to the motherboard. (The value for 110V machine should be 110~120, and for 220V machine, the value should be 220~240.)

Next, please do as below video to check if the current is delivered to the heater.
Turn the multimeter to Ohm 2k and check.

Video:

<https://drive.google.com/file/d/1tWhwo37LWe8DxvRU2Rd60bOYouEBbaKD/view?usp=sharing>

If the Heater Ohms Ω reading is zero. Please gently tug on heating wire and see if it's broken or detached.

Video:

https://drive.google.com/file/d/1a0PJ04jMX24dTmk1oIXQYkEB6nW_J7l/view?usp=sharing