

Alarm	Cause	Condition	Description	Customer solution	Tecnical solution	Rocket desk simulation of the alarm
0-0-0-1	Data saving error	Critical Alarm state: Machine operation is NOT guaranteed Possible loss of stored parameters (recipes, settings, etc.)	While saving machine data, the check failed, with possible loss of data.	Contact ROCKET Service	Replace MASTER control board and DISPLAY	-
0-0-0-2	Service boiler sensitivity error	Critical Alarm state: locked machine The Service boiler is off	The service boiler level signal control has detected an error condition, i.e. short circuit, blocking the filling and heating of the boiler.	Contact ROCKET Service	Replace LEVEL PROBE and/or wiring harness	-
0-0-0-3	MASTER - HMI communication loss	Critical Alarm state: loss of control of the machine. The machine does not respond to operator commands (dispensing, programming, etc.)	There is no communication between the HMI and the MASTER control unit, so the machine is blocked waiting for recovery	Contact ROCKET Service	Make sure of correct MASTER - HMI connection. <b>ATTENTION</b> the GND doesn't go to ground. If there are not connection problems try replacing the DISPLAY and or MASTER	Disconnect bus connector wires
0-0-0-4	Service boiler filling timeout	Critical Alarm state: locked machine The Service boiler is off	The service boiler filling was not completed within the maximum required time	Make sure there are no leaks then switch the machine off and on again, if the problem persists contact ROCKET service	1) Make sure there are no leaks 2) Try to change level sensibility described in chapter 7 3) Check level probe physically or by control panel see value "SL" If over scale make sure the connection than try replacing LEVEL PROBE 4) Make sure that the pump SSR is not broken at NC state	Disconnect pump and load service boiler while the tank is in reserve
0-0-0-5	Service boiler heating timeout	Critical Alarm state: locked machine The Service boiler is off	The heating of the service boiler did not finish within the maximum time without ever reaching the set point	Switch the machine off and on again; if the problem persists contact ROCKET Service	Verify SSR functionality via control panel If the SSR does not respond try replacing RESISTANCE	Disconnect RESISTANCE
0-0-0-6	Open circuit service boiler NTC failure	Critical Alarm state: locked machine The Service boiler is off	NTC sensor that controls the service boiler is out of control range, open circuit	Contact ROCKET Service	Verify via control panel see value "NTS" If over scale make sure the connection than try replacing NTC	Disconnect NTC
0-0-0-7	Closed circuit service boiler NTC failure	Critical Alarm state: locked machine The Service boiler is off	NTC sensor that controls the service boiler is out of control range, short circuit	Contact ROCKET Service	Verify via control panel see value "NTS" If over scale make sure the connection than try replacing NTC	Create a jumper on NTC
0-0-0-8	Services boiler pressure alarm	Critical Alarm state: locked machine The Service boiler is off	The pressure read in the service boiler is outside the control range, it does not respond to the control unit commands	Contact ROCKET Service	Boiler pressure is out of control Problem could be on MASTER or SSR 1) Verify SSR functionality via control panel, if the SSR does not respond try replacing it 2) See physically the MASTER control board, if it has any abnormal signs try replacing it	Connect NTC in the air and check what temperature read
0-0-0-9	Pressure transducer alarm	Failure warning: the water pressure data is in error. NOTE: in the version with pressure control this alarm is critical, the machine does not dispense coffee.	The water pressure sensor in the machine is out of control range, the measurement is not reliable	Contact ROCKET Service	Verify via control panel see value "TPR" If over scale make sure the connection than try replacing Pressure trasducer	Disconnect Pressure trasducer
0-0-0-10	Service boiler level sensor failure	Critical Alarm state: locked machine The Service boiler is off	The service boiler level signal control has detected an out-of-range condition, blocking the filling and heating of the boiler.	Contact ROCKET Service	Check level probe physically or by control panel see value "SL" If over scale make sure the connection than try replacing LEVEL PROBE	Replace connector CN14 with a jumper
0-0-0-11	Solid State Relay feedback	Failure warning: SSR power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the SSRs	Switch the machine off and on again; if the problem persists contact ROCKET Service	1) See physically the MASTER control board, check connection from CN8 to RSS 2) Make sure no wires are grounded 3) Make sure than the low voltage wiring of SSR is not shorted	Create a jumper on low voltage SSR
0-0-0-12	RS485 feedback	Failure warning: HMI/keyboards serial channel power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the serial channel	Switch the machine off and on again; if the problem persists contact ROCKET Service	Replace MASTER control board	-
0-0-0-13	RS232 feedback	Failure warning: auxiliary serial channel power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the serial channel	Switch the machine off and on again; if the problem persists contact ROCKET Service	Replace MASTER control board	-
0-0-0-14	Solenoid valve feedback	Failure warning: Electrovalves power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the solenoid valves	Switch the machine off and on again; if the problem persists contact ROCKET Service	Check connection from CN10 to EVC	Create a jumper on EVC
0-0-0-15	Fan feedback	Failure warning: fan power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the fans	Switch the machine off and on again; if the problem persists contact ROCKET Service	Check connection from CN9 to FAN	Create a jumper on FAN
0-0-0-16	Mains / tank solenoid valve feedback	Failure warning: Electrovalve inlet water power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the solenoid valves	Switch the machine off and on again; if the problem persists contact ROCKET Service	Check connection from CN10 to EIA	Create a jumper on EIA
0-0-0-17	Volumetric counter feedback	Failure warning: Flowmeter power supply drive overload	The diagnostic circuit has detected the activation of the PTC protection of the power circuit, with probable non-operation of the flowmeter	Switch the machine off and on again; if the problem persists contact ROCKET Service	Check connection from CN7 to DS	Create a jumper on DS
0-0-0-18	SW upgrade failed	Critical Alarm state: machine out of service	SW update process failed	N.A.	Make sure the files are saved on the USB pen as indicated: - create a folder named "upgrade" in a free USB pen - copy the files into the folder named "upgrade" than repite the upgrade	-
0-0-0-23	USB alarm	Failure warning: USB power supply drive overload	USB port diagnostic circuit has detected overload, likely faulty or incorrect device connected	Disconnect devices from the USB port; if the problem persists contact ROCKET Service	Replace MASTER control board	-
0-0-0-24	MASTER board temperature alarm	Failure warning: electronic board temperature is too high, possibility of failure	The temperature sensor on the board has detected that the temperature limit threshold has been exceeded	Make sure that you have installed the machine as described in chapter 4, then switch the machine off and on again; if the problem persists, contact ROCKET Service		Warm up MASTER control board up 70°C
0-0-0-25	Filter exhausted	Failure warning: water filter is exhausted	Water hardness is out of control	Change filter and reset filter time or dose		-
0-0-0-26	Display disconnection error			Contact ROCKET Service	Update with newest files (MASTER control board and DISPLAY), if the problem persists replace both	-
0-1-0-1	Coffee boiler filling timeout	Critical Alarm state: locked machine The coffee boiler is off	Only after switching on from cold, a test cycle is performed which checks the filling of the coffee boiler, by counting the flow meter which measures the quantity of water passing through and signals in the event of a counting error.	Make sure there are water inlet and no leaks then switch the machine off and on again, if the problem persists contact ROCKET service	1) Verify the dispenser nozzle 2) Make sure there are no leaks 3) Verify PUMP functionality via control panel, if the PUMP does not respond try replacing it	Turn on the machina with blind filter holder
0-1-0-2	Coffee boiler heating timeout	Critical Alarm state: locked machine The coffee boiler is off	The heating of the coffee boiler did not finish within the maximum time without ever reaching the set point	Switch the machine off and on again; if the problem persists contact ROCKET Service	Verify SSR functionality via control panel If the SSR does not respond try replacing RESISTANCE	Disconnect RESISTANCE
0-1-0-3	Group unit heating timeout	Failure warning: the heating of the unit group is off, coffee dispensing is possible	The heating of the coffee unit did not finish within the maximum time without ever reaching the set point	Switch the machine off and on again; if the problem persists contact ROCKET Service	Verify SSR functionality via control panel If the SSR does not respond try replacing RESISTANCE	Disconnect RESISTANCE
0-1-0-4	Group unit dispensing alarm	Failure warning: Coffee delivery is not correct	The water flow during the coffee cycle is too low, below the minimum threshold allowed, producing coffee of poor quality/volume	If present during dispensing check: - Grinding too fine - Over-pressed ground - Too much ground coffee in the portafilter if the problem persists contact ROCKET Service	Verify the dispenser nozzle	Dispense with blind filter holder
0-1-0-5	Open circuit coffee boiler NTC failure	Critical Alarm state: locked machine The coffee boiler is off	NTC sensor that controls the coffee boiler is out of control range, open circuit	Contact ROCKET Service	Verify via control panel see value "NTC" If over scale make sure the connection than try replacing NTC	Disconnect NTC
0-1-0-6	Closed circuit coffee boiler NTC failure	Critical Alarm state: locked machine The coffee boiler is off	NTC sensor that controls the coffee boiler is out of control range, short circuit	Contact ROCKET Service	Verify via control panel see value "NTC" If over scale make sure the connection than try replacing NTC	Create a jumper on NTC
0-1-0-7	Coffee boiler temperature alarm	Critical Alarm state: locked machine The Coffee boiler is off	The temperature read in the coffee boiler is outside the control range, it does not respond to the control unit command	Contact ROCKET Service	Coffee boiler temperature is out of control Problem could be on MASTER or SSR 1) Verify SSR functionality via control panel, if the SSR does not respond try replacing it 2) See physically the MASTER control board, if it has any abnormal signs try replacing it	Connect NTC in the air and check what temperature read
0-1-0-8	Open circuit unit NTC failure	Failure Alarm state: the coffee unit group is off	NTC sensor that controls the coffee unit of the group is out of control range, open circuit	Contact ROCKET Service	Verify via control panel see value "NTG" If over scale make sure the connection than try replacing NTC	Disconnect NTC
0-1-0-9	Closed circuit unit NTC failure	Failure Alarm state: the coffee unit group is off	NTC sensor that controls the coffee unit of the group is out of control range, short circuit	Contact ROCKET Service	Verify via control panel see value "NTG" If over scale make sure the connection than try replacing NTC	Create a jumper on NTC
0-1-0-10	Group unit temperature alarm	Failure Alarm state: the coffee unit group is off	The temperature read in the coffee unit of group is outside the control range, it does not respond to the control unit command	Contact ROCKET Service	Unit temperature is out of control Problem could be on MASTER or SSR 1) Verify SSR functionality via control panel, if the SSR does not respond try replacing it 2) See physically the MASTER control board, if it has any abnormal signs try replacing it	Connect NTC in the air and check what temperature read
0-1-0-11	Low display battery alarm	Failure Alarm state: battery level on display is too low	Low battery voltage on display, possibility of clock failure with timestamp error	Contact ROCKET Service	Replace battery on display, for type see exaus battery	-
0-1-0-12	Display temperature alarm	Failure warning: display board temperature is too high, possibility of failure	The temperature sensor on the display board has detected that the temperature limit threshold has been exceeded	Make sure that you have installed the machine as described in chapter 4, check the temperature set on the unit, if necessary lower it, then switch the machine off and on again; if the problem persists, contact ROCKET service		-