

Touchscreen error messages

Is your NISSEI soft serve machine displaying an error message (M101 to M145) on the screen? This document helps you quickly understand what the code means and what you can do to resolve 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.

General

M101

Communication error

Briefly reset the machine's power supply.

If the error persists, contact your local technical support.

M102

Air system pressure not reached

There may be a leak in the air system.

If the error persists, contact your local technical support.

M103

Machine restarted

The machine automatically restarts after an emergency stop or power outage.

M104

Power outage longer than 30 minutes

Check whether the ice mix is still usable if the outage exceeds 30 minutes.

M105

Emergency stop or phase error

The emergency stop was activated or there is an issue with the power supply.

Check the fuses in the fuse box.

M111

Communication error

Briefly unplug and replug the machine. If the error persists, contact your local technical support.

M112

Tapping head not mounted

Install the tapping head to continue. Refer to the user manual for instructions.

M113

LO: Air-mix imbalance in the cylinder

Dispense from the freezing cylinder to release the air bubble.

Upper tank

M121

Upper tank is empty. Pump stopped.

Refill the upper tank with ice mix. If already filled, descale the level sensors during the next cleaning.

M122

Upper tank level too low

Refill to avoid ice dispensing issues.

M124

Temperature too high in upper tank

Use chilled ice mix. We recommend always keeping one box refrigerated.

M125

No running water during Dry-Fill

Dry-Fill is active but no water flow detected. Check the water supply.

M126

Insufficient water during Dry-Fill

Too few flow meter pulses detected. Check the water valve and pressure. If the error persists, contact your local technical support.

M127

Pasteurization level too low

Refill the tank(s) for better pasteurization.

Freezing cylinder

M131

Pressure sensor issue in cylinder

Machine is in emergency mode without Auto Portion Milkshake (APM).
Contact your local technical support.

M132

Pump motor error

Contact your local technical support.

M134

Pressure too low in freezing cylinder

Dispense a portion to activate the machine.

M135

Pressure not reached in freezing cylinder

Longer pump time needed. Clean the pump.

M136

Pressure not reached in freezing cylinder

Longer pump time needed. Clean the pump.

M137

Pressure too high in freezing cylinder

Ice mix contains too little air. Increase air intake via the touchscreen.

M138

Pump motor error

Contact your local technical support.

M139

Temperature too high in freezing cylinder

Wait for the temperature to drop. Check again after 30 minutes.

M140

Pasteurization not started due to low pressure

Check for leaks and restart pasteurization manually.

Milkshake

M141

Milkshake tap motor error

Contact your local technical support.

M142

Filling milkshake cup takes too long

Ice is too thick. Add more water and/or syrup.

M143

Milkshake cup removed too early

Only remove the cup after dispensing is complete.

M144

Milkshake mixer motor error

Contact your local technical support.

M145

Tap not at correct height

Calibrate the shake tap in the cleaning menu.