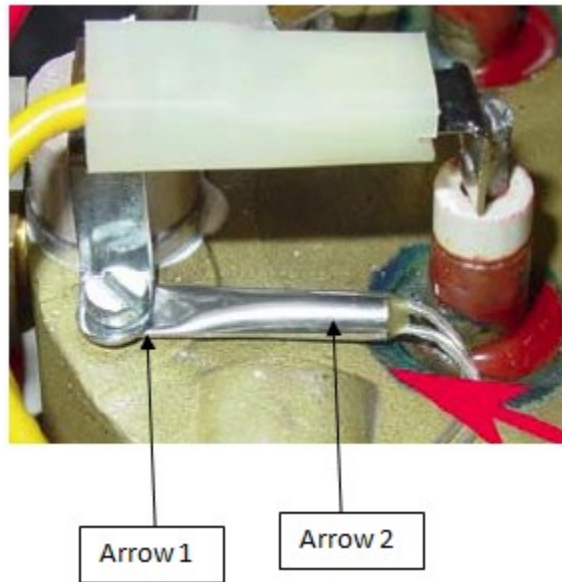
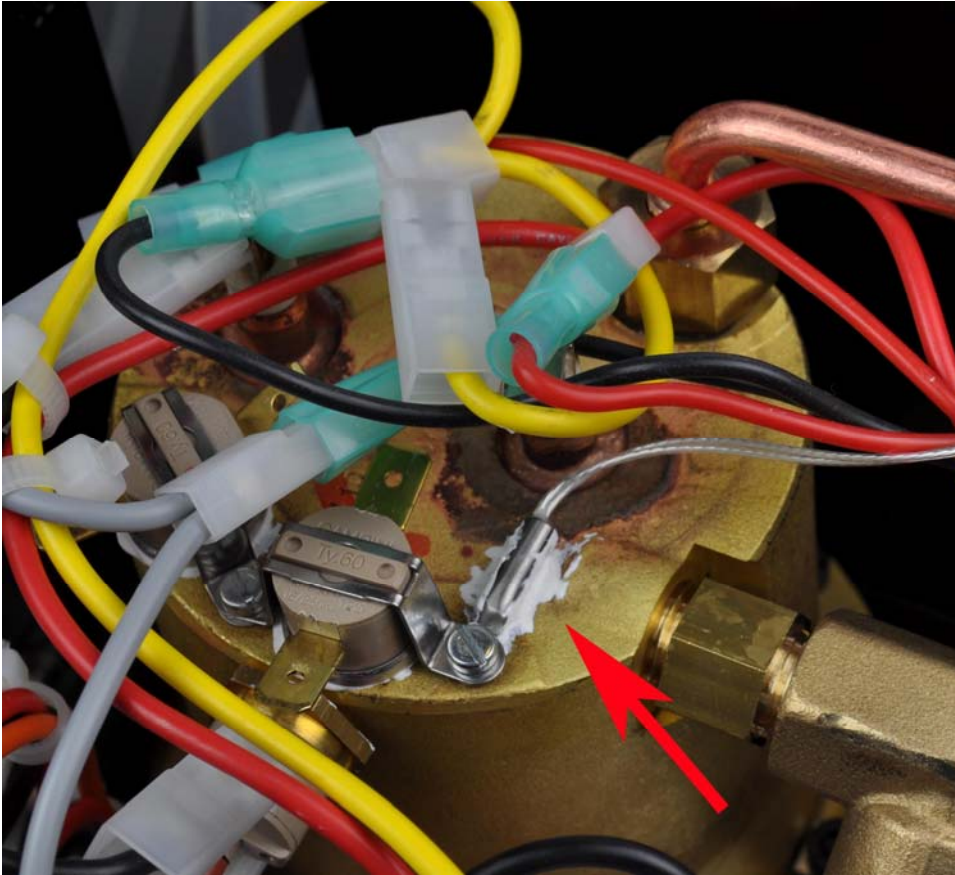


There are two possibilities that thermal protection thermostat gets triggered.

1) The most common problem is that the round section of the sensor is not touching the boiler. The arrow 2 of attached picture. 99% of the customer who had the thermal protection triggered is due to this. The sensor is respond slower than it should be. You can bend the sensor slight to form a V so that contact is achieved. The sensor should be mounted underneath the bracket that holds the thermostat. Also make sure there is thermal conductive grease between the sensor and boiler.



The installation guide asking the user to “**apply small amount of silicone heat transfer compound to the gap between the sensor body and the boiler.**” We noticed that several customers put the silicone heat transfer compound (silicone grease) at the mounting washer section of the sensor instead of the round body section. That will cause inaccurate reading of the temperature or even overheat the machine to trigger the thermal protection thermostat. Unlike the thermocouple sensor that has the sensing point at the very tip of the probe, the RTD sensing element is at the round section of the probe. Therefore, the silicone transfer compound should be applied to the location indicated at red arrow pointed location below



2) The steam temperature is too high. There are several causes.

a) the mounting location is not responding to the heat as most Silvia did. To verify this is the problem, check the temperature reading of the controller when heating light (by the power switch) turned off when steam switch is on. If the light turns off at 140C (284F), the controller setting is fine. The problem is either the mounting location or the sensor calibration.

b) the sensor is not correctly calibrated (this cause is very rare). To check if this is the cause, you need to listen to the original thermostat turns off and write down the temperature when that happens. To do that, start the machine from cold. Listen to the click sound of the brew and steam thermostat as the machine warms up. The brew thermostat should click at 220F $\pm$ 8F (about 4-5 minutes after powered up). The steam thermostat should click at 280F $\pm$ 8F. If both of them click at the correct temperature range, the thermal protection switch might be the problem. If both of them click at wrong temperature, and sensor is mounted correctly, you have two choices. I, offset the temperature difference. II send the controller and sensor back to us for calibration (if you are familiar with operating live electricity, we can guide you through on how to do it). The chances of wrong calibration of the controller and sensor is very low (<0.1%). In most cases, the customer solves the problem by offset the display reading.