

Coffee Machine Fault Finding

No Power to machine

Fuse has blown in the power supply to the machine

Numerous parts of a machine can contribute to tripping the electrics. A loop in the element or a coil of an electro valve is most common.

Safety thermal switch on the machine has tripped

Some machines have a safety cut-out that will trip if the machine overheats.

Machine not dispensing coffee or dispensing very slowly

Coffee grinds either too fine or packed too tightly to allow water through the basket

Take the handle off and press to make a coffee if water runs ok then the coffee grind has been set too fine or the handle is blocked and needs cleaned.

Problem with water supply

Check mains water supply not turned off or Water filter blocked.

Electro valve for water supply not operating

It is not uncommon for dirt in the water supply to jam the valve that opens to allow water into the machine.

Coffee dispenses too quickly

Coffee grind is too coarse.

Adjust your grinder to make the coffee grains finer.

Problem with pump

Pumps and pump heads fail on a regular basis you can usually tell by the noise from the pump.

Grouphead blocked with scale

Try removing and cleaning the jets in the grouphead

Group solenoid valve not operating

When you press the button to make a coffee you hear a click but no water appears then the electro valve has failed to open and will need taking apart and cleaned.

Lack of cleaning

Coffee is very oily and this oil builds up in the grouphead, in the baskets and in the portafilter. Clean all parts that come into contact with the coffee on a regular basis with a degreaser.

Coffee leaks over the side of the portafilter and coffee grains land in the cup

Not using a brush to clean the group seal

When making coffee it is important to knock any loose grains off the rim of the basket before putting on the machine otherwise it will not seal properly.

The filter baskets are old and dented

Replace dented filter baskets they will not hold the pressure generated by the machine.

The group seals are old and worn and need replaced

Group seals should be replaced at least once per year. Seals harden over time due to being continually compressed and operating at a high temperature.

No hot water or steam

Check the steam arm is not blocked with milk. Has the machine come up to operating pressure.

Water comes out of steam nozzle

Boiler has overfilled.

If the machine does not detect the level of water in the boiler it will overfill and overflow. Common problem is scale or dirt build-up on the level probe.

Dirty water found under the machine

Blocked drain hose or outlet from drain bowl

If the drain hose is into a standpipe make sure the end of the hose is not jammed in preventing drainage. If into a bucket the end of the hose should not be in the water. It is good practice to pour a solution degreaser into the drip tray.