

# ilavie

## Instruction Booklet

Espresso Coffee Machine

Model No.:CM5020-UL



For your safety and continued enjoyment of this product, always read the instruction book carefully before using.

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## IMPORTANT SAFEGUARDS

Before using the electrical appliance, the following basic precautions should always be followed including the following:

1. Read all instructions.
2. Before using, check that the voltage of wall outlet corresponds to rated voltage marked on the rating plate.
3. This appliance has been incorporated with a grounded plug. Please ensure the wall outlet in your house is well earthed.
4. To protect against fire, electric shock and injury to person, do not immerse main parts of the propipe, cord, plug, in water or other liquid.
5. The appliance must not be immersed.
6. Remove plug from wall outlet before cleaning and when not in use. Allow appliance cool down completely before taking off, attaching components or before cleaning.
7. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or electrical or mechanical adjustment.
8. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
9. Place appliance on flat surface or table, do not hang power cord over the edge of table or counter.
10. Ensure the power cord do not touch hot surface of appliance.
11. Do not place the coffee maker on hot surface or beside fire in order to avoid to be damaged.
12. To disconnect, remove plug from wall outlet, always hold the plug, but never pull the cord.
13. Do not use appliance for other than intended use and place it in a dry environment.
14. Be careful not to get burned by the steam.
15. Do not touch the hot surface of appliance (such as steam wand, and the steel mesh just boiling). Use handle or knobs.
16. Do not let the coffee maker operate without water.
17. DO NOT remove the metal funnel while brewing coffee. Please remove the metal funnel to make additional coffee after finish brewing for more than 10 seconds. Caution should also be taken while removing the metal funnel since the metal parts will be hot. Please make sure to hold it by the handle and to use the filter retention clip to dispose the grounds. Caution should be taken when moving unit with hot liquids.

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18. Connect plug to wall outlet before using and turn any switch off before plug is removed from wall outlet.

19. This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years.

20. Appliances can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

21. Children shall not play with the appliance.


22. This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environments;
- farm houses;
- by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments.

23. The bean box does not have the function of sealing, please clean the bean box in time, and pour the coffee beans back into other tightly packed containers, so as not to affect the coffee taste and the normal use of the bean grinder due to the moisture return of the coffee beans.

24. Save these instructions.

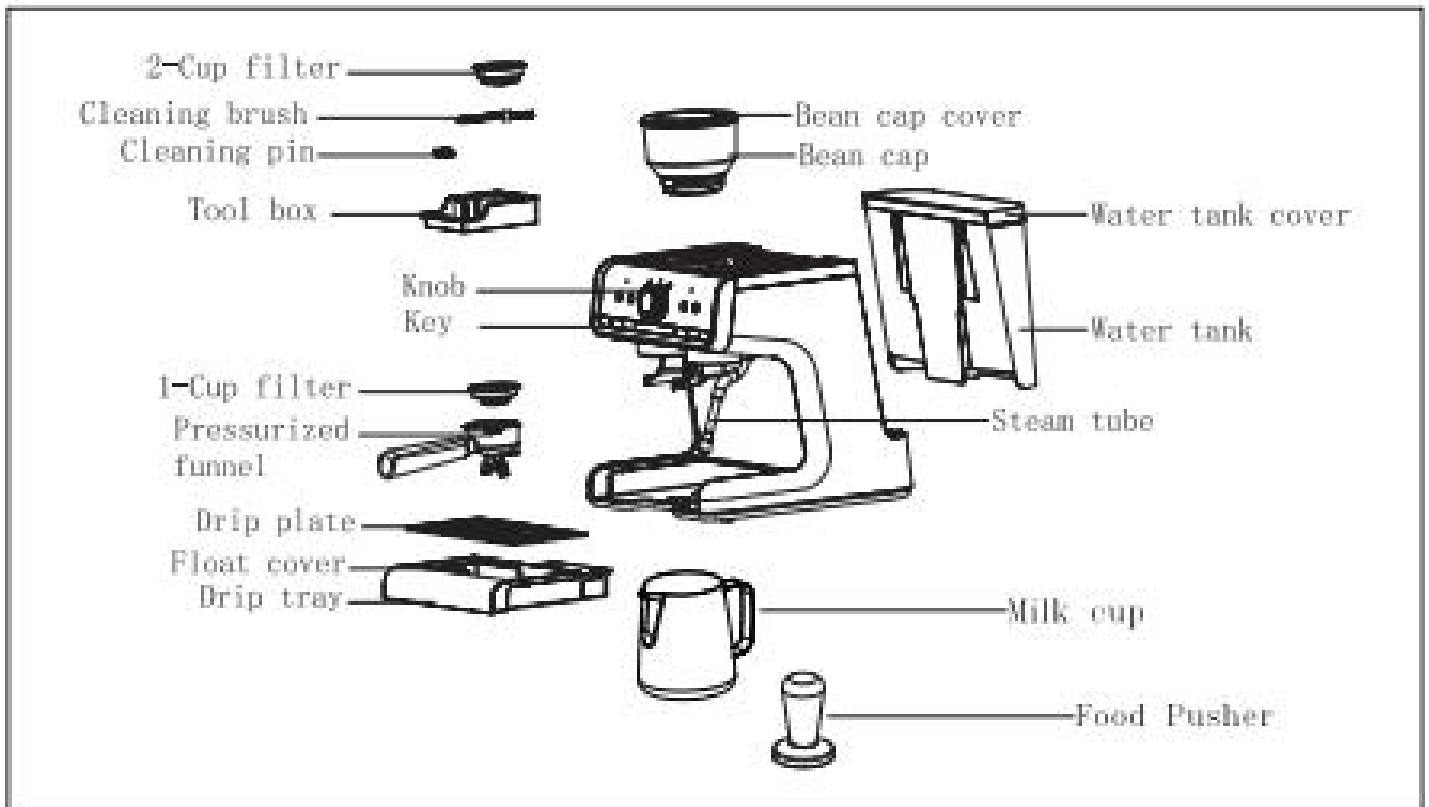
## **Warning: pressure**

In order to prevent hot steam and hot water from scalding the body or causing other personal injuries, and to prevent damage to this product, when the machine brews coffee or foams, do not remove the water tank or funnel. Before you remove the funnel to brew another cup of coffee, make sure that the coffee machine is in standby mode. If you want to add more water to the water tank, please turn off the machine by pressing the ON/OFF button . When four indicator lights are off, the product is turned off. When extracting coffee, make sure that the funnel is turned to the specified position to avoid it getting loosen due to pressure reason during use, which may easily cause human injury.

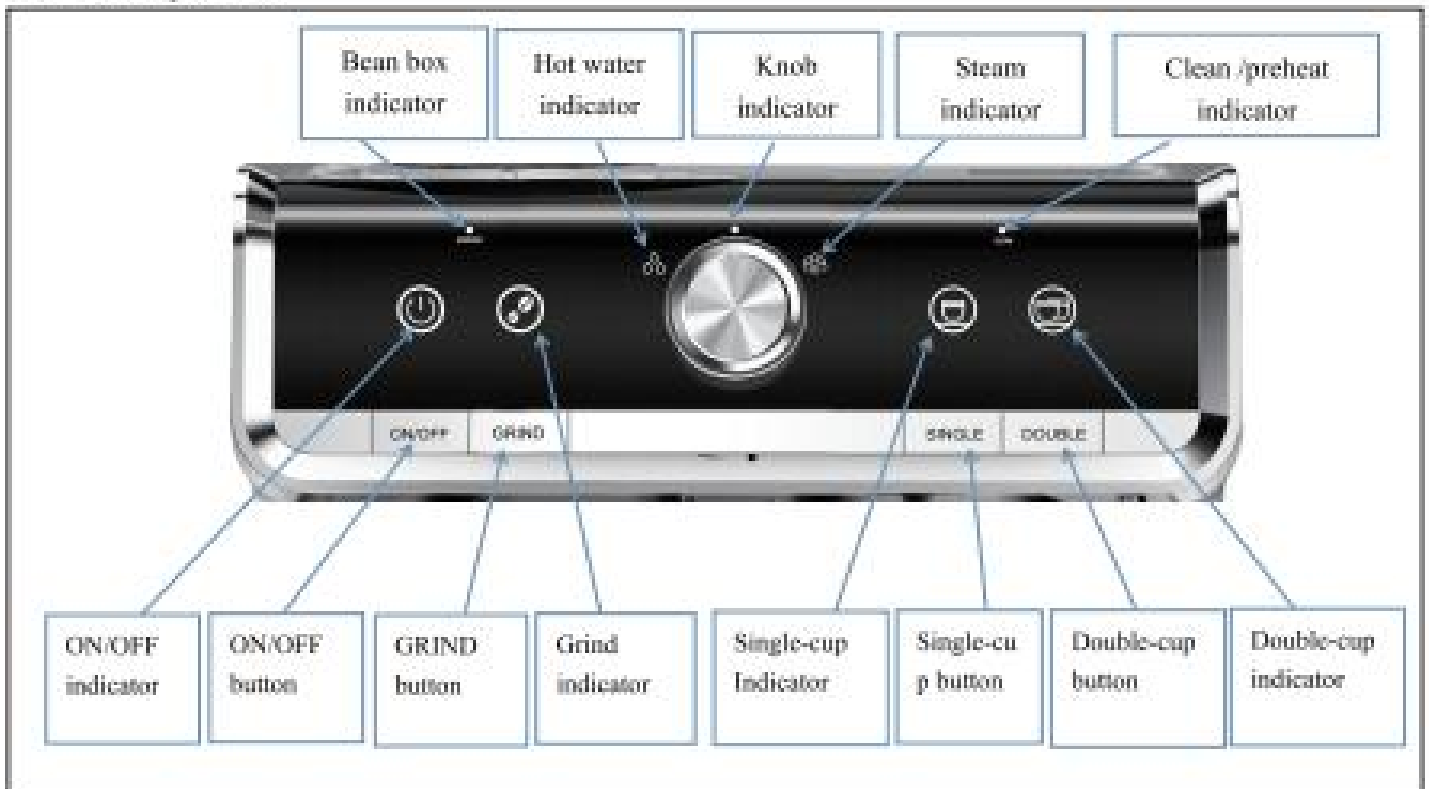
## **High temperature**

When the machine is working, do not extend your hands and other body parts into the bottom of the funnel or steam tube to prevent burns; at any time, it is not allowed to touch the steam tube with your hands or other body parts. You can only turn the steam tube by touching silicone sleeve that wraps the steam tube.

## KNOW YOUR PRODUCT





## Control panel



## BEFORE THE FIRST USE

Before the first use or the machine has not been used for a long time, you should follow below steps to rinse and warm up the internal pipes of the machine.

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1. Check and ensure that all accessories are complete and not damaged.
  2. Fill the water tank with clean water, and water level should not exceed the max position.
  3. Align the filter with funnel (no coffee powder is placed at this moment), and rotate the funnel counterclockwise to lock it tightly(put in a single-cup or double-cup filter as needed).
  4. Put a cup onto drip plate, plug in the appliance, press ON/OFF button, ON/OFF indicator light  starts to flash, the machine enters into preheating mode, until indicator become white, preheating finishes.
  5. Turn the knob to hot water position , after a while, hot water will flow out from steam tube. Align the steam tube to drip tray or use a cup to collect the hot water.
  6. Press SINGLE button or DOUBLE button to clean the pipes in machine, hot water will come out from funnel. Use the drip tray or use a cup to collect the hot water.
- Note: Do not extend any parts of your body closed to funnel and steam tube to avoid scalding during brewing hot water.
7. After water stops flowing, pour away the water in drip tray or in the cup.
  8. Thoroughly clean the detachable parts of the whole machine with warm water.

Not: There may be noise when pumping water for the first time, it is normal.

## Choose the right coffee powder

### coffee powder

The coffee should be freshly ground and subjected to deep roasting. You may need to use French or espresso roasted coffee powder for espresso coffee. Pre-ground coffee powder can only keep the aroma for 7 to 8 days unless it is stored in a sealed container, and place it in a cool place. Do not store coffee in the refrigerator or freezer. In general, it is not recommended to use pre-ground coffee powder. The coffee beans freshly ground are more easily to retain the aroma of the coffee and obtain higher coffee quality.

### Grind

If you are making coffee, this step is a key step in the espresso making process and requires more practice.

- The correct powder should look like salt.
- If the powder is too finely ground, it may cause the coffee to flow intermittently or fail to brew coffee.
- If the powder is too coarse, the water will flow through the coffee too quickly, which will affect aroma and taste of the extracted coffee
- You can adjust the thickness of the ground coffee powder by adjusting the coffee bean box, which will vary depending on the type and quality of the coffee beans you use, so you need to make appropriate adjustments to achieve the best results.
- Fresh roasted coffee beans (within 1 month), the grinding position is set between 5-10, the double-cup grinder produces about 19g of powder and the single-cup of 13g, this will bring relatively good coffee extraction effect.

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• In order to prevent the coffee beans from getting wet, affecting the grinding and the final coffee taste and effect, please do not put too much coffee beans in the bean box.

In order to obtain a uniform and consistent coffee powder, be sure to adjust the grinding degree according to the type and quality of coffee beans to obtain a cup of high-quality coffee.



## Operational Instruction


### I . Brewing coffee, function of hot water and steam

1. Fill the water tank with drinking water, the water level should not exceed the "max" position.





Plug in the power and press the ON/OFF button (make sure the knob is at twelve o'clock position), then the machine enters into preheating mode. The specific operation is as follows:

There're 3 indicator lights around the knob, on the left is the indicator for hot water, on the right is the indicator for steam. Indicator lights in different states show various working modes of the machine. Coffee brewing, hot water and steam function cannot work at the same time, only one function can work in one time.


**Warm up:** Press the ON/OFF button once, the whole machine enters into warm-up mode, ON/OFF indicator light  flashes in the form of breathing light; at the same time grind indicator light  Light up;

**Standby state:** When the whole machine is warmed up, it enters into standby mode, except clean/preheat indicator light  on the right (Clean /preheat indicator), all the lights are on, and all functions of the coffee machine can be used normally.

**Brew a single-cup of coffee:** In the standby mode, install the single-cup filter into the funnel, load about 13 grams of coffee powder, use a powder tamper and press the coffee powder with a force of about 12.5Kg, then align the funnel to the funnel brack, turn the funnel counterclockwise to lock it. Put a coffee cup on drip plate, press SINGLE button, the machine starts to brew a single-cup of coffee. At this time, the

single-cup indicator light  is always on, double-cup indicator light , hot water indicator light  and steam indicator light  extinguish. When the set coffee dose is reached (about  $30 \pm 10$ ML), the machine will stop working automatically. All the lights on control panel are always on, the machine enters into standby mode.

**Brew a double-cup of coffee:** In standby mode, install the double-cup filter into the funnel, load about 19 grams of coffee powder, use a powder tamper and press the coffee powder with a force of about 12.5Kg, then align the funnel to the funnel bracket, turn the funnel counterclockwise to lock it. Put a coffee cup on drip plate, press DOUBLE button, the machine starts to brew a double-cup of coffee. At this time, the

double-cup indicator light  is always on, single-cup indicator light , hot water indicator light  and steam indicator light  extinguish. When the set coffee dose is reached (about  $60 \pm 15$ ml), the machine

will stop working automatically. All the lights on control panel are always on, the machine enters into standby mode.

**Recommendation:** We recommend that you preheat the appliance, including the funnel, filter and cup before brewing coffee, so that the coffee quality will not be affected by the cold appliance. You can put the filter in funnel, and lock them to the funnel bracket without putting coffee powder inside, press single-cup button or double-cup button, hot water will go through pipes inside machine and come out from funnel, collect the hot water with coffee cup. The machine, funnel, filter and cup are warmed up. When the machine stops, you can start a great coffee!

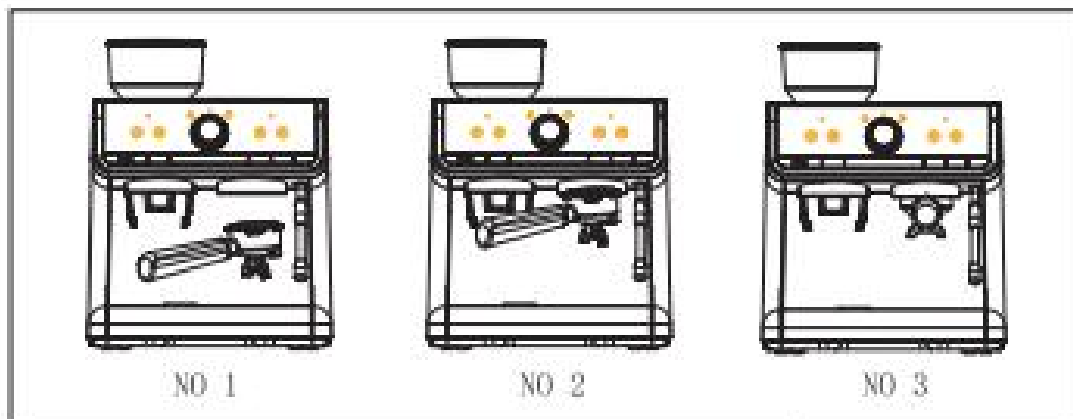
Customized setting:

1. coffee dose of Single-cup and double-cup, you can adjust the specific coffee dose according to your needs, operation is as follows:

keep pressing the single-cup button or double-cup button, single-cup indicator light ☺ or double-cup indicator light ☺ flash, and coffee starts to flow out. When coffee dose reaches the desired amount,

release the single-cup button or double-cup button, the buzzer sounds, and the machine will record the coffee dose. When you brew coffee next time, the machine will brew the coffee amount as per your setting (maximum dose for single-cup coffee is 120mL, maximum dose for double-cup coffee is 220mL)

2. Long press ON/OFF+GRIND+SINGLE, ON/OFF+GRIND+DOUBLE will restore coffee dose of single and double-cup to factory settings; When extracting coffee, make sure that the funnel is turned counterclockwise into the correct position as shown in the figure below



**Boil hot water:** in standby mode, turn the knob to hot water indicator ☺, the machine enter into hot water mode, at this time, hot water indicator light ☺ will flash, ON/OFF indicator light ☺ and grind indicator

light ☺ stay alight steadily, other indicator lights are off. Turn the knob to knob indicator \* position , the machine stops brewing hot water. The machine enters into standby mode.

**Note:** The maximum water output of hot water function is greater than 170ml , it's important to use big enough container to collect the hot water or there must be someone to guard it when in use. After hot water function is finished, please turn the knob to the twelve o'clock position in time; if not, the hot water indicator will flash as an alarm, other functions will not be available.

**Steam preheating and steam function:** In standby mode, turn the knob to steam position ☺. At this time, clean/preheat indicator \* will flash like breathing. Hot water indicator light ☺, single-cup indicator light

☺ and double-cup indicator light ☺ will extinguish. When steam indicator light ☺ stays alight steadily,

the steam function is warming up. Wait until clean/preheat indicator ● on the right stay alight steadily and steam indicator light ☼ flashes, the steam function is preheated, and the machine enters into steam mode.

**Note:**

1. The steam function will generate high temperature steam, please pay attention to avoid scalding when using it;
2. To ensure good foaming effect of milk, wait the steam runs for 3-5 seconds, and then turn the knob to the twelve o'clock position, extend the steam tube into the milk, and turn the knob to steam indicator ☼ to froth the milk.
3. The maximum milk frothing time is 5 minutes;
4. After milk frothing, please turn the knob to the twelve o'clock position in time. If it is not turned back, the steam indicator light ☼ will flash as an alarm. Other functions will be unavailable.

**Sleep state:** The machine will automatically enter into sleep mode after 20 minutes of no operation. You can activate the machine again by pressing ON/OFF button, the machine will re-enter into warm-up state.

## II. Ground Coffee Beans

This product has a coffee bean grinding function, before using this function, please make sure that all devices are installed in accordance with the requirements. The details are as follows:

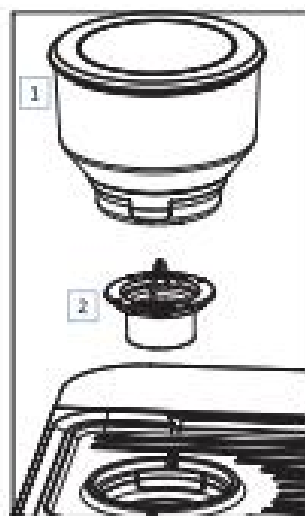


Figure 1: install cutter head 2 and tighten it clockwise; then install bean box 1 and screw it as shown in Figure 2



Figure 2: align the positions in red circles in the figure, and press it down, rotate it clockwise and install it into the machine.



There're markings to show the coffee coarseness on bean box, see Figure 3. To make the coffee coarseness you prefer, make sure the coffee coarseness setting you want on bean box is aligned with the mark position on the top cover (as shown in Figure 4).

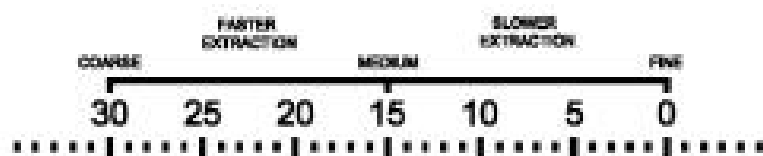


Figure 3: from 0 to 30, coffee power is from fine to coarse. Bigger number for coarser coffee powder.

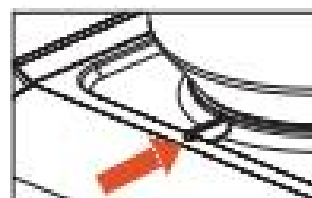
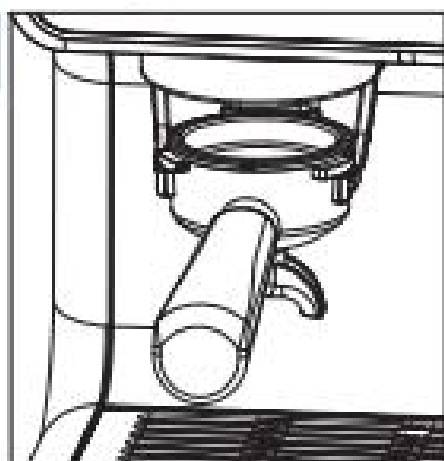


Figure 4

1. Make sure the bean box is installed in place, and the bean box indicator • (on the left side of control panel) turns from red light to extinguish, grinder is ready for use.
2. Add appropriate amount of coffee beans in the bean box. To prevent coffee beans from getting wet, affecting the grinding and the final coffee taste and effect, please do not put too many coffee beans in the bean box;
3. As shown in Figure 5, put the funnel with single-cup filter or double-cup filter into the powder receiving bracket, as shown in Figure 5.

Figure 5



4. Press GRIND button to start grinding and it will automatically stop after reaching the set grinding amount. You can also operate the grind button to stop halfway.

Note: The bean grinding time is set to a double-cup size, and the grinding machine produces about 19g (about 14 seconds) of powder at 5-10 coarse degree, which has a relatively good coffee extraction effect.

If you use a single-cup filter, you need to manually control the amount of grinded beans or reset the

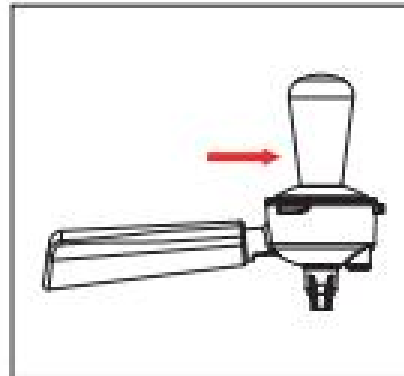
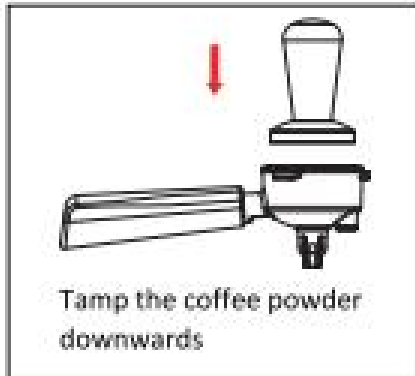
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grinding amount to ensure that the amount of powder is about 13g (about 10 seconds)

Note: Baking degree and freshness of coffee beans will affect the coffee taste, you may need to fine-tune the grinding coarse degree.

5. Take out the funnel, tap the funnel on the desktop, and pre-spread the coffee powder in the filter;

6. Use a coffee tamper to apply a force of about 12.5kg to compact the coffee powder as following steps.



7. Turn the funnel counterclockwise into the funnel bracket, and select the corresponding SINGLE or DOUBLE button according to the filter size.

**Note:**

1. When the bean box is not installed, the bean box indicator light ● keep alight red.
2. When the grinder function cannot be used normally, the bean box indicator light ● flashes with three beeps to protect the grinder system;
3. when the grinder works continuously for 3 minutes and the intermediate rest time is less than 6 minutes, the machine will limite the use of grinding function. After grinding rest time reaches 6 minutes, the machine will automatically release the limitation, the grinder can resume to work again.
4. When the grinder is limited to use, press the GRIND button, the buzzer will sound three times, and the GRIND indicator light ② will flash.

**Grinding time adjustment:** you can set the grinding time as per your need. Keep pressing the GRIND button, the GRIND indicator light ② and the bean box indicator light ● flash, the grinder starts to work. When it runs to the time you want, release the GRIND button, the buzzer will sound, the machine will record the time. Next time you grind, the grinder will run for the set time. The machine could only record grinder time over 5 seconds; if less than 5 seconds, the machine cannot record it.

Note: press ON/OFF+GRIND button at the same time, you can restore the grinder to factory setting.

### III. Clean the grinder

When using the bean grinder, influenced by coffee beans and some other factors, powder outlet channel may be blocked. Please clean the powder outlet channel in time when following circumstances occur:

1. Clean the powder outlet and grinder at least once every two weeks;

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2. When there's reduction in powder amount, please clean the powder passage and grinder wheel;
  3. When the coffee grinder is used to grind fine coffee powder, please clean the powder channel in time;
  4. The machine is equipped with an anti-static system which could prevent coffee powder from spreading outside in grinding. When coffee powder floats out from funnel, please use a brush to clean the the powder entrance area in time.

### Clean the grinder:



Note: When cleaning the grinder, please make sure there are no beans in bean box, and when GRIND button is pressed, the grinder can work properly and no coffee powder flows out from powder outlet.

1. Rotate the bean box counterclockwise to remove the bean box.
2. Turn the internal grinding wheel counterclockwise, and take it out, use the attached cleaning brush to clean the grinding wheel and remove the coffee powder in the gears; please note that the grinding wheel cannot be directly rinsed with water.
3. Use the attached cleaning brush to clean the grinder chamber and the powder channel;
4. Do not install the grinder wheel at this time, re-install the empty bean box, press GRIND button, let the grinder run to sweep out the powder residue in the grinder chamber. (If powder inside is not removed completely, please repeat step 3 and 4)
5. Then remove the bean box counterclockwise, install the grinding wheel. Cleaning is completed.

## IV. Descaling

This product has a descaling reminder function and a descaling program, which need your operation as following steps. Descaling process takes about 10 minutes.

Note: When starting the descaling program, please make sure:

1. Ensure that there is at least 1 liter of water in the water tank;
2. Empty the drip tray and install it in place;
3. Turn on the machine and make it stay in standby mode;
4. Place double-cup filter into the funnel;
5. Turn the funnel into the funnel bracket;
6. You can exit the cleaning function at any time by pressing the ON/OFF button;
7. When the cleaning starts, GRIND indicator light  and clean/preheat indicator light  will flash

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throughout the whole process.

8. If the descaling does not start within 1 minute, the appliance will exit the descaling cycle and return to standby mode.

### Descaling instructions

It is recommended to descale every 4-6 months

Descaling can be selected:

- A. Coffee machine descaling tablets
- B. Liquid descaler
- C. White vinegar and warm water

### Descaling cycle

The descaling cycle takes about 10 minutes.

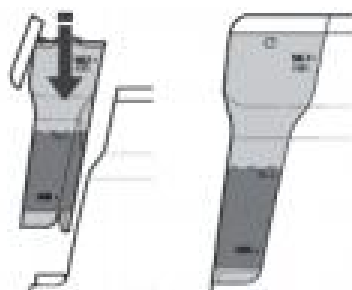
**Note: After the descaling reminder starts or before the user starts the descaling program, please complete the following descaling preparations before running the descaling program!**

### Descaling preparation

**Add the solution to the water tank (choose one of three methods)**

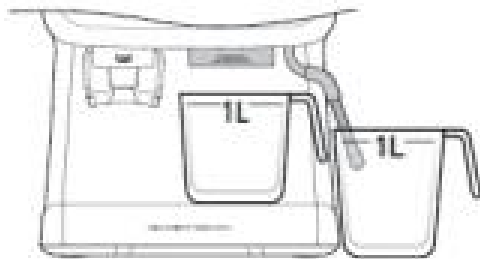
- A. Inject 1 liter of water into the water tank. Add the descaling tablets and wait for the descaling tablets to dissolve;
- B. Add half a cup of liquid descaling agent into the water tank, then add 1 liter warm water to allow the solution to mix thoroughly;
- C. Add 1.5 scoops of white vinegar into the water tank, then add 1 liter warm water to allow the solution to mix thoroughly;

Insert the water tank into place




### Place container

Place a 1 liter container under the brewing head and another 1 liter container under the steam tube.



After completing the above steps, you can start the cleaning process as following:

1. When the system detects that the flow amount of the whole machine reaches 15 liter, the descaling function will start and automatically enter the descaling program;
2. In standby mode, keep pressing ON/OFF button and DOUBLE button, the machine will start the descaling process. When clean/preheat indicator light  turns on and flashes quickly, follow below steps:



### Step 1: Start the descaling cycle

Turn the knob to  position

 The indicator lights up

The pump starts to work, the hot water will go through from the brewing head and steam tube, and the pump will make different noises after 2 minutes.

This step is completed when the hot water stops flowing out from the brewing head and steam tube.

Steam indicator light  will stop illuminating, the knob indicator light  starts to flash, indicating that the machine has completed step 1.

Turn the knob to knob indicator light  position.

Hot water indicator light , knob indicator light  and steam indicator light  all illuminate.

### Step 2 Prepare to clean up

Important: Allow up to 5 minutes to complete the following steps before exiting the descaling cycle.

The steam tube and brewing head need to be cleaned with fresh water to remove the descaling solution

**Clean the water tank**

**Fill the water tank**

**Empty the containers**

### Step 3: start cleanup

Turn the knob to hot water indicator light  position;


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Hot water indicator light  illuminates;




The pump starts to work, the hot water will go through from the brewing head and steam tube, and the pump will make different noises after 2 minutes.


When hot water stops coming out from brewing head and steam tub, the descaling is complete.



### **Descaling cycle completed**

The clean/preheat indicator stops illuminating, and knob indicator light  starts flashing, the machine completes this step.

Turn the knob to the position knob indicator light  position.

Hot water indicator light , knob indicator light , and steam indicator light  all illuminate.

To indicate the completion of the descaling cycle, the machine will beep and ON/OFF indicator light  stop flashing.

Steam indicator light  stops illuminating and the knob indicator light  starts to flash to remind to turn the knob back to twelve o'clock position.

Turn the knob back to the vertical position

The machine returns to standby mode.

## **VI. Customize coffee extraction temperature**


This machine is equipped with a PID temperature control function, which can monitor the temperature of heating element to heat up water and make sure the coffee is extracted at a temperature of 92 °c.

You can adjust the extraction temperature of the coffee. The temperature can be adjusted between 88-96°C, increasing by 2°C each time, which can meet different taste requirements.

-The higher the temperature, the bitterness will increase and the acidity will decrease.

-The lower the temperature, the bitterness will decrease and the acidity will increase.

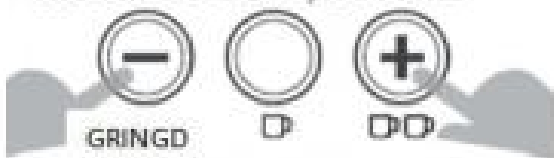
### **Enter the customized extraction temperature mode**

Keep pressing the ON/OFF button & SINGLE button for 4 seconds, the machine will beep, ON/OFF indicator light  starts to flash.

- 92°C - ONE CUP LIGHT illuminated.



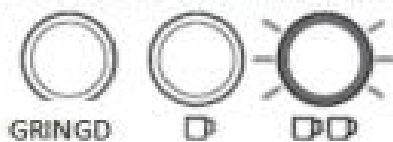
- To adjust extraction temperature press:
- MANUAL SHOT BUTTON - minus button.
- TWO CUP BUTTON - plus button.



- 94°C - ONE & TWO CUP LIGHTS illuminated.



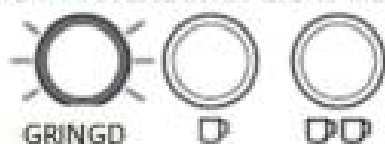
- 96°C - TWO CUP LIGHT illuminated.



- 90°C - MANUAL SHOT & TWO CUP LIGHTS illuminated.







- 88°C - MANUAL SHOT LIGHT illuminated.



**Note:** ON/OFF indicator light  keep flashing, the machine is in temperature customization mode.

**Important:** After entering the customization mode, if no button is pressed within 1 minute, the machine will exit this mode and return to standby mode.

## VII. Water shortage reminder

When the water tank is short of water, the machine will remind the user to refill water in water tank. At this time, ON/OFF indicator light , GRIND indicator light , single-cup indicator light , double-cup indicator light  will flash, accompanied with a buzzer sound.

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Note:

1. The reminder will appear when coffee powder is too fine and the machine cannot brew coffee.
2. The buzzer sounds only 5 times and will not sound for a long time;
3. If there is no operation one minutes after reminder, the machine will enter into standby mode;

## **VI. Restore to factory settings**

In the case of wrong settings, the user can press and hold the four buttons of ON/OFF, GRIND, SINGLE and DOUBLE at the same time. The machine will beep and all the indicators will flash together 3 times. Then the machine will return to the factory settings.

## **IX. Tool box and cleaning accesories**

The machine is equipped with tool box which is used for storing cleaning pin and cleaning brush. Single-cup filter and double-cup filter can be stored in the tool box as well. The tool box is placed to the top left corner of drip tray, where you can pull it out when you remove drip tray from the machine (Figure 6).

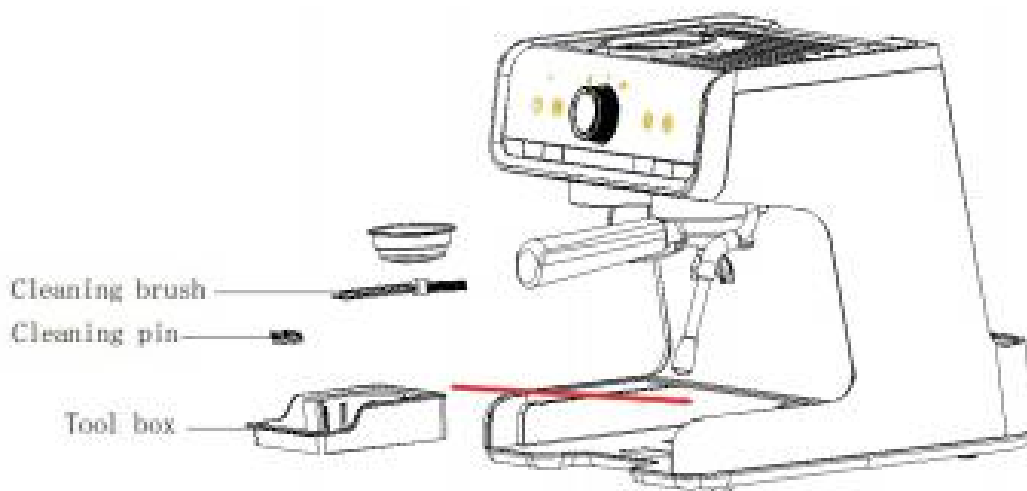


Figure 6

### **Cleaning Pin**

The cleaning pin is used for cleaning steam tub and filters. The thicker pin is for cleaning steam tube (Figure 7), and thinner one is for filters (Figure 8).



Clean the steam tube  
with thicker pin

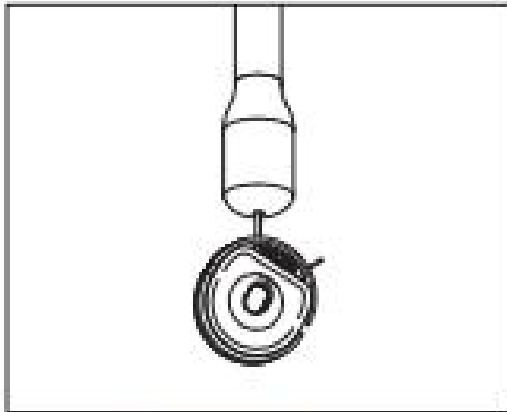


Figure 7

Clean the filters with  
thinner pin

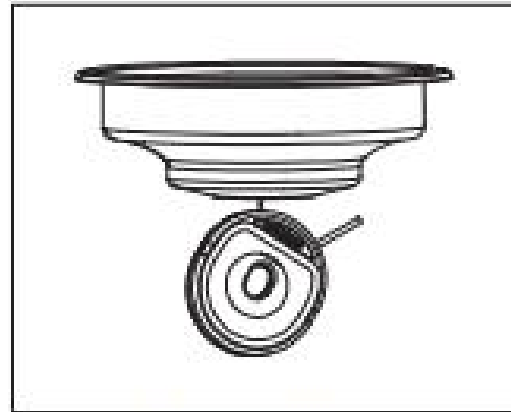


Figure 8

### Cleaning brush

The cleaning brush is used for cleaning the grinding system. Following “III. Clean the grinder”, after taking out bean box and grinding wheel, you can use the cleaning brush to clean the grinder chamber and the powder channel.

Clean the anti-static device and coffee  
power outlet  
(if coffee powder coming out slower  
than usual or coffee powder floats,  
clean the anti-static device and the  
coffee powder outlet with attached  
cleaning brush as Figure 9)

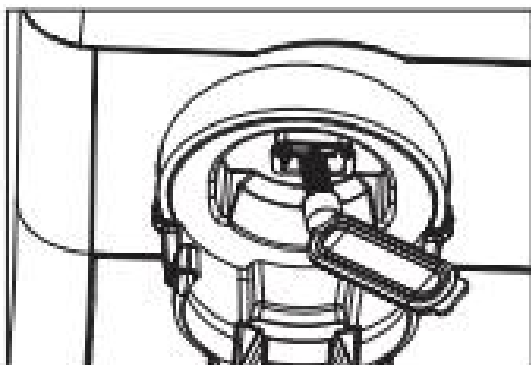


Figure 9

Clean the grinder chamber and the  
powder channel with attached cleaning  
brush as Figure 10.

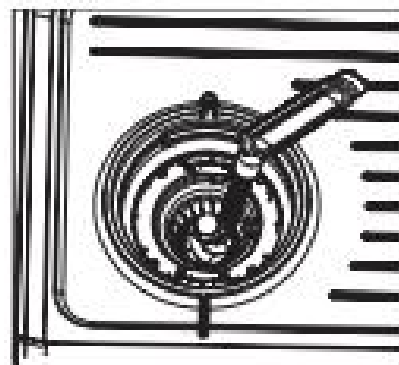


Figure 10

The rear end of cleaning brush could be used to detach filter from funnel as Figure 11

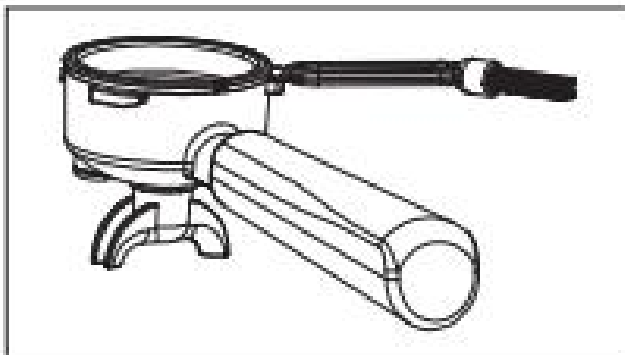


Figure 11

## Cleaning and maintenance

**WARNING:** Please unplug before cleaning to allow the coffee machine to cool down sufficiently to prevent scalding. Do not immerse the coffee machine or the power cord plug in water or other liquids to avoid danger.

1. After each use, put all detachable parts into water for cleaning, add cleaning liquid if necessary, and then rinse with clean water.

2. Often use a moisture-proof sponge to scrub the external surface of the coffee machine to remove dirt.

Note: Do not use alcohol or detergent, and do not immerse the machine in water for cleaning.

3. Turn clockwise to remove the metal funnel to remove the coffee grounds, then you can use a detergent to clean the funnel and metal filter accessories, but you must rinse them with clean water after.

4. After cleaning all the detachable parts, wipe all parts to dry.

Note: The detachable water tank cannot be washed in the dishwasher.

## Troubleshooting

malfunction	the reason	solution
No display	Check that the plug is in place and ON/OFF button is pressed.	Insert the power plug, make sure you press the ON/OFF button.

The indicator on the front panel of the machine is red	The bean box is not installed.	Install bean box
There are water marks on the bottom of the machine	The water tank or the water tray is not installed in place\The drip tray is full	Make sure that the water tank and the drip tray are installed in place, and the drip tray is empty. If the issue is not solved, please don't disassemble the machine on your own, but send it to local authorized maintenance center for reparation.
You will hear a ticking sound after starting the machine and a hissing sound after the coffee is delivered	This is a normal phenomenon and the sound is produced by the normal operation of the pressure control valve.	
No coffee comes out from funnel, or coffee comes out from funnel drop by drop, or the funnel cannot be installed in funnel bracket properly	Excessive amount of coffee powder, too fine coffee powder or excessive pressure	The amount of powder should not exceed the standard. Adjust the grinder level of the grinder appropriately until it is suitable. It should not be pressed repeatedly with excessive force when pressing the powder.
Coffee without fat	The coffee beans are damp or the coffee powder is too coarse	Choose fresh coffee beans and powder with moderate grinding thickness to make coffee
No steam	The steam function is not preheated; the steam nozzle is blocked	The machine can only produce steam after machine is preheated in steam mode; the machine needs to be descaled and use a cleaning needle to clean the steam nozzle
Can't make coffee or hot water immediately after the steam is out and the machine will automatically pump water	After steaming is completed, the pressure needs to be released to reduce the temperature. At this time, other operations cannot be	It takes 20-30s to release the pressure and cool down. After the pressure release and cooling down process, the indicators on

	performed. The water pumping is to cool down the heating element quickly.	the control panel displays properly, you can brew coffee and hot water.
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## Limited One-year Warranty



ilavie products warranty extends only to the original customer purchaser of the product and does not extend to any product that has been used for commercial, rental, or any other use in which the product is not intended for.

It is warranted by the manufacturer to be free from all defects in materials or workmanship for a period of one year from the date of original purchase.

## Exclusions From The Terms Of The Limited Warranty

This warranty does not cover normal wear and tears parts and does not apply to any product that has been tempered with or used for commercial purposes.

This warranty does not cover damage caused by abuse, accident, alteration, misuse, tampering or vandalism, negligent handling or damage due to mishandling in transit or shipping. This warranty does not cover damage or defects caused by or resulting from repairs, service or alterations to the product or any of its parts, which have been performed by a repair person not authorized by the manufacturer. This warranty is effective only if the product is purchased and operated in the USA, and does not extend to any units which have been used in violation of written instructions furnished by the manufacturer, or to units which have had the serial number removed, altered, defaced or rendered illegible.

## Support

**If you have any issues or questions regarding our products, please feel free to contact Moolan Customer Service Team:**

✉ [ilavie-service@outlook.com](mailto:ilavie-service@outlook.com)

**ilavie**

For customer service and product warranty:

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CONFORMS TO UL STD: 1002 & 982  
CERTIFIED TO CSA STD: C22.2 No. 1335, 1 & 1335.2, 14  
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