

# CASABREWS

# INSTRUCTION MANUAL

## Espresso Coffee Machine

Model: 5700 Gense



HOUSEHOLD USE ONLY

Please read all instructions carefully before using the product

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# IMPORTANT SAFEGUARDS

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

- 01.** Read all instructions.
- 02.** Before using, check that the voltage of the wall outlet corresponds to rated voltage marked on the rating plate.
- 03.** This appliance has been equipped with a grounded plug. Please ensure the wall outlet in your home is well earthed.
- 04.** To protect against fire, electric shock, and injury to persons, do not immerse main parts of the product, cord, or plug, in water or other liquid.
- 05.** The appliance must not be immersed.
- 06.** Remove plug from wall outlet before cleaning and when not in use. Allow the appliance to cool down completely before taking off or attaching components or before cleaning.
- 07.** 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 the appliance to the nearest authorized service facility or contact the manufacturer at their customer service telephone number for information on examination, repair, or electrical or mechanical adjustments.
- 08.** The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock, or injury to persons.
- 09.** Place the appliance on a flat surface or table. Do not hang the power cord over the edge of the table or counter.
- 10.** Ensure the power cord does not touch the hot surface of the appliance.
- 11.** Do not place the coffee maker on a hot surface or beside a fire in order to avoid being damaged.
- 12.** To disconnect, remove the plug from the wall outlet. Always hold the plug, but never pull the cord.

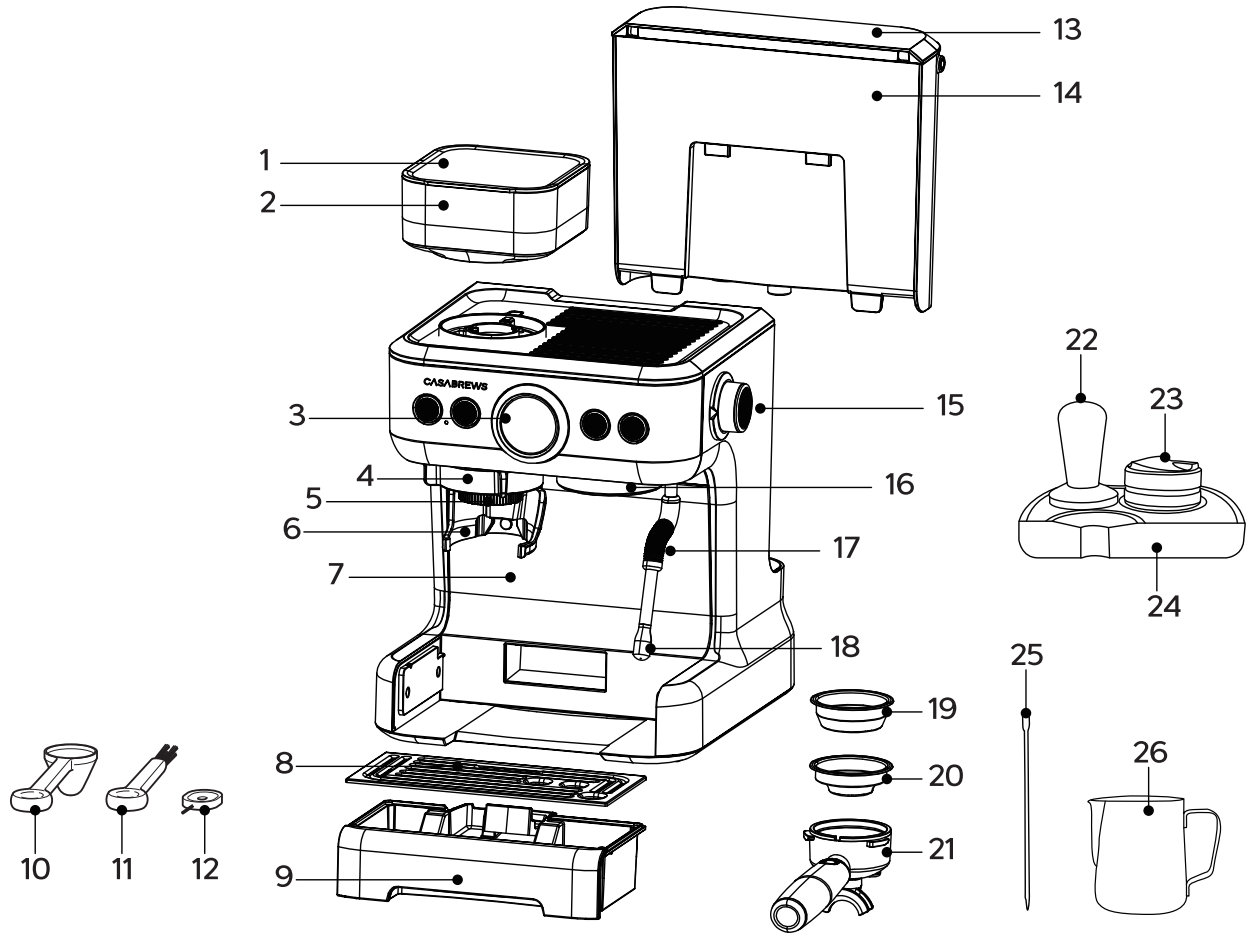
- 13.** Do not use the appliance for other than intended use and place it in a dry environment.
- 14.** Be careful not to get burned by the steam.
- 15.** Do not touch the hot surfaces of the appliance (such as the steam wand, and the steel mesh). Use handles or knobs.
- 16.** Do not let the coffee machine operate without water.
- 17.** DO NOT remove the metal portafilter while brewing coffee. Please wait at least 10 seconds after brewing to remove the metal portafilter. Caution should also be taken while removing the metal portafilter 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 of the coffee grounds. Caution should be taken when moving the unit with hot liquids.
- 18.** Connect plug to wall outlet before using and turn all switches off before removing the plug from the wall outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.
- 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 should not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children less than 8 years old. Close supervision is necessary when any appliance is used by or near children. Children should be supervised to ensure that they do not play with the appliance.
- 20.** Appliance 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 should not play with the appliance.
- 22.** This appliance is intended to be used in households.
- 23.** Do not use outdoors.
- 24.** Avoid contacting moving parts.

25. Check containers for the presence of foreign objects before using.
26. Note the high temperature at the top of the machine.
- 27 a) A short power-supply cord (or detachable power-supply cord) is provided to reduce the risk of becoming entangled in or tripping over a longer cord.
  - b) Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.
  - c) If a long detachable power-supply cord or extension cord is used:
    - 1) The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance;
    - 2) If the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord;
    - 3) The longer cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over.

## **SAVE THESE INSTRUCTIONS FOR HOUSEHOLD USE ONLY**

**▲ WARNING** To prevent hot steam and hot water from scalding the body or causing other personal injury, and also to prevent damage to the product, do not remove the water tank or portafilter assembly when brewing coffee or frothing milk. Before removing portafilter assembly to brew another cup of coffee, make sure the coffee machine is in standby mode. If you want to add more water to the water tank, press the power button to turn the appliance off. Do not touch the top cover of the machine after the machine has been working for a long time so as to prevent burns.

# KNOW YOUR COFFEE MACHINE



1. Bean Container Cover

2. Bean Container

3. Control Panel

4. Grinder

5. Powder Collector

6. Grind Bracket

7. Main Body

8. Drip Plate

9. Drip Tray

10. Coffee Spoon

11. Cleaning Brush

12. Cleaning Needle

13. Water Tank Cover

14. Water Tank

15. Steam Knob

16. Brew Head

17. Steam Wand

18. Steam Tip

19. Double Filter

20. Single Filter

21. Filter Holder/Portafilter

22. Tamper

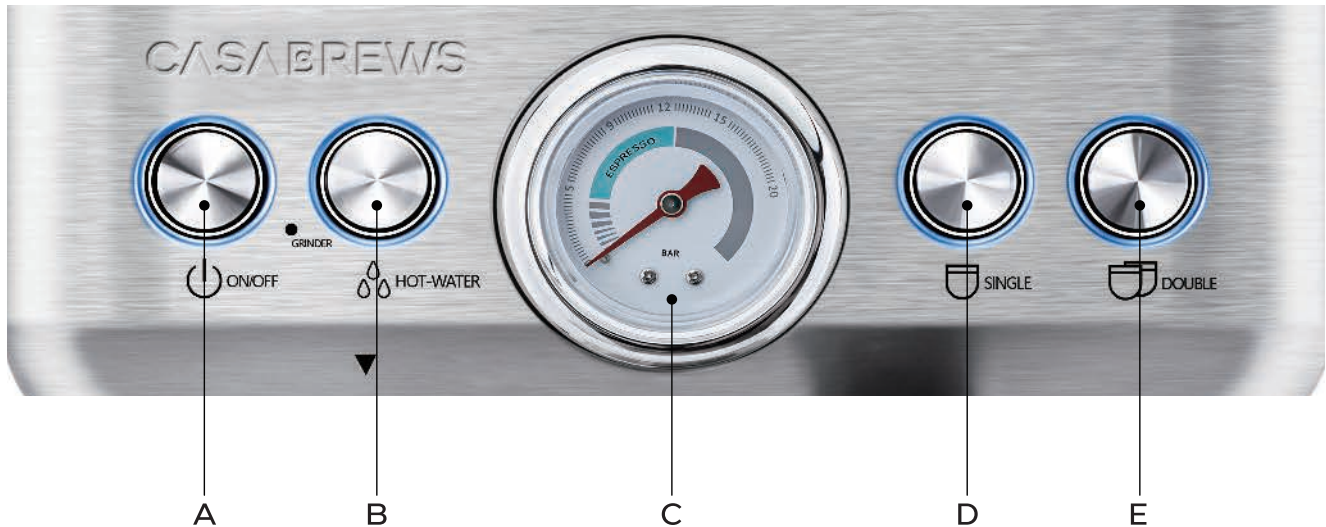
23. Distributor

24. Tamping Mat

25. Decorating Pen

26. Milk Jug

# CONTROL PANEL



**A. Power Button:** Press to turn on/off the power.

**B. Hot Water Button:** Press to start/stop making hot water.

**C. Pressure Gauge:** Monitors espresso extraction pressure.

**D. Single Espresso Button:** Press to start/stop making a single espresso.

**E. Double Espresso Button:** Press to start/stop making a double espresso or double espressos.

# SPECIFICATIONS

Model:	5700 Gense
Voltage:	120V~ 60Hz
Power:	1500 W
Pump:	Italian 20 Bar
Capacity of water tank:	2.7 L / 91 OZ
Capacity of bean container:	200 g
Product size:	13.62 * 11.85 * 16.22 inches
Net weight:	20.88 LBS
Length of power cord:	1 M

Dear customer,

**Thank you for your purchase of the CASABREWS Espresso Coffee Machine. To ensure you get the best use of this machine, please take the time to read this manual and learn how to use this espresso machine with integrated grinder, even if you are an experienced home barista – this machine may be different to ones you have operated before. In these operating instructions, you will learn how to use the product optimally and safely, and with a little experimenting you will soon find your preferred settings. We hope that you enjoy it!**



# BEFORE FIRST USE

Remove and discard all labels and packaging materials attached to your espresso machine.

Ensure you have removed all parts and accessories before discarding the packaging.

Remove the packaging and the plastics bags containing the accessories.

Clean the water tank, portafilter, filter baskets, milk jug and drip tray using warm water and a gentle dishwashing liquid. Rinse well, then dry thoroughly before reassembling.

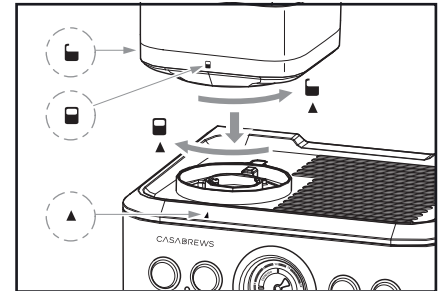
## FILLING THE WATER TANK

Fill the water tank with cold tap water to below the MAX marking indicated on the side of the water tank.

**NOTE:** Replace the water daily. The water tank should be filled with fresh, cold tap water before each use.

## ATTACHING THE COFFEE BEAN CONTAINER

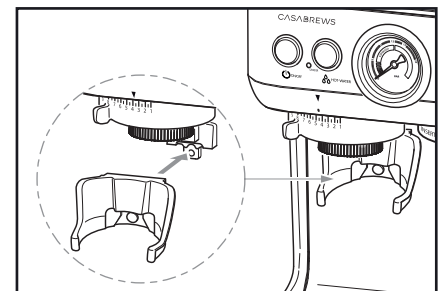
- 01.** Insert the coffee bean container into the top of the machine. Ensure the mark “■” on the container aligns with the mark “▲” on the machine.
- 02.** Turn the container clockwise to attach it in place. Make sure the mark “■” is pointed at the mark “▲” on the machine.
- 03.** Fill the bean hopper with fresh coffee beans.



**NOTE:** The freshness of the coffee beans will affect the flavor of the coffee and the pressure of extraction. Stale coffee may pour too quickly from the portafilter and taste bitter and watery, which also leads to no pressure when brewing. To get the best flavor and extraction, we recommend changing the coffee beans in the container at least once a week.

## ATTACHING THE FILTER HOLDER BRACKET

Attach the portafilter bracket to the machine by lifting it slightly, then pushing it downwards.



## INITIAL USE

It is necessary to rinse the machine and prime the heating system before the first brew.

- 01.** Fill the water tank with cold tap water, and fill the coffee bean container with fresh coffee beans.
- 02.** Insert the plug into a wall outlet with suitable voltage (120V~, 60Hz).
- 03.** Press the Power button. The button indicators turn on and the coffee maker starts to preheat automatically. Once the preheating has finished, all the buttons will light up continuously. The machine is in READY mode.

This preheating process takes about 2 minutes.

- 04.** Place an empty cup under the steam wand.
- 05.** Press the HOT WATER button, and let the hot water dispense from the steam wand for 10 seconds, then press the HOT WATER button again. This process lets the water flow into the empty pump for the first use.
- 06.** Pour out the hot water and place the empty cup under the brew head.
- 07.** Press the single button once. Let the machine run a single shot cycle.
- 08.** After the brewing cycle has finished, pour the water out.

Now your machine is ready to use.

# HOW TO USE THE GRINDER

When grinding coffee beans, the grind size should be fine, but not too fine. The grind size will affect the rate at which water flows through the ground coffee in the filter, the pressure of extraction and the taste of the espresso.

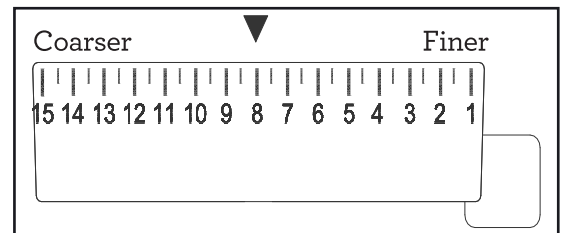
If the grind is too fine, the water will not flow through the coffee, even when under pressure. The resulting espresso will be **OVER-EXTRACTED**, dark in color and bitter in flavor.

If the grind is too coarse, the water will flow through the ground coffee in the filter too quickly, and the pressure will be under 5 bar. The resulting espresso will be **UNDER-EXTRACTED** and lacking in color and flavor.

## SETTING THE GRIND SIZE

This machine has 15 grind settings to select from. The smaller the number, the finer the grind size; the larger the number, the coarser the grind size.

Use the GRIND SIZE selector to adjust the grind size.



For a new user, we suggest setting the grind setting to 8 initially, and then make adjustments depending on the extraction of the coffee and the pressure shown by the pressure gauge.

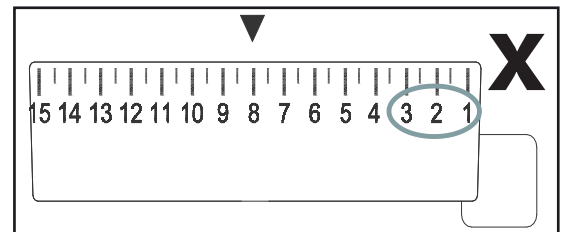
Select a finer grind setting when the pressure is under 5 bar, then retry.

Select a coarser grind setting when the pressure is over 12 bar, then retry.

The grind setting will vary depending on the coffee beans you use. You may need to experiment with the grind setting to achieve the ideal pressure.

### NOTE:

Do not initially set the grind setting at 1-3. It's possible no ground coffee will be dispensed because the grind settings are too fine when the machine is new. The grinds will improve with use of the machine.



### ⚠ WARNING

Only grind roasted coffee beans in this machine. Do not process any other foods, such as nuts, spices or liquids, to avoid damaging the grinder. Please do not operate the grinder when it is empty, i.e. without coffee beans.

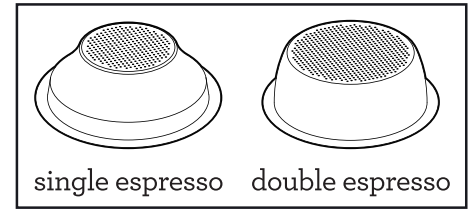
## SELECTING THE FILTER SIZE

This machine includes 2 single filters: a “single espresso” filter and a “double espresso” filter.

The provided filters are designed for:

single espresso filter = approx. 11-13g

double espresso filter = approx. 19-21g



Insert either the single or double espresso filter into the portafilter.

Select the single espresso size filter if you want to make a single espresso and double espresso size filter if you want to make a double.

You will need to adjust the grind amount and size if switching from a single to a double filter, or vice versa.

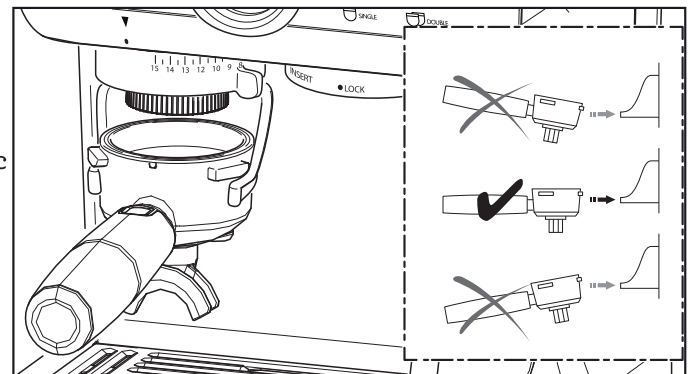
## GRINDING THE COFFEE BEANS

The amount of ground coffee will affect the rate at which water flows through the coffee in the filter, the pressure of extraction and the taste of the espresso.

Too much ground coffee will lead to OVER-EXTRACTION, and not enough will lead to UNDER-EXTRACTION.

## AUTOMATIC GRINDING

- 01.** Ensure the filter bracket is locked in place.
- 02.** Insert the portafilter into the bracket.
- 03.** Push and release the portafilter to activate automatic grinding. The default auto-grinding time is 14 seconds. The grinder will grind for 14 seconds then stop automatically.
- 04.** If you need to stop the grinding process, push and release the portafilter. The machine will stop grinding.



05. Push and release the portafilter to resume grinding.
06. To set the new auto-grinding time, push and hold the portafilter in the bracket until the desired amount of ground coffee has been ground. Once the portafilter is released, the coffee maker will beep and set this grinding time as the new auto-grinding time.

**NOTE:** It is normal for the portafilter to appear overfilled with ground coffee.

## MANUAL GRINDING

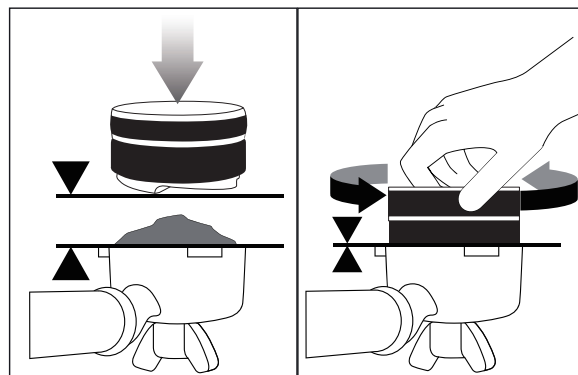
To manually grind the coffee beans, push and hold the portafilter in the bracket until the desired amount of ground coffee has been dispensed. To stop grinding, release the portafilter.

**NOTE:** The grinding time will vary depending on the coffee beans you use. You may need to experiment with how long the grinder needs to run to achieve the correct amount.

# HOW TO TAMP THE GROUND COFFEE

## DISTRIBUTING THE GROUND COFFEE

- 01.** Remove the portafilter from the bracket.
- 02.** Using the distributor, tamp down firmly. Rotate the distributor to even the surface of the ground coffee.

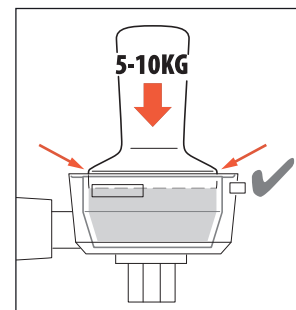


## TAMPING THE GROUND COFFEE

- 01.** Using the tamper, tamp down firmly using approx. 11-22 lbs (5-10kg) of pressure.
- 02.** Wipe excess coffee from the rim of the filter to ensure a proper seal is achieved in the brew head.

As a guide to using the right amount of ground coffee, the top edge of the metal cap on the tamper should be level with the top of the filter after the ground coffee has been tamped.

Also, the MAX marks on both of the filters are intended to assist in identifying the right amount of ground coffee more easily.



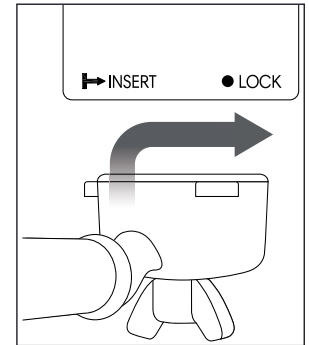
### NOTE:

The surface of the ground coffee should not be beyond the MAX mark after tamping, otherwise the portafilter might not be able to be locked into the brew head.

# HOW TO MAKE ESPRESSO

## INSERTING THE PORTAFILTER

Place the portafilter underneath the brew head so that the handle is aligned with the INSERT position. Insert the portafilter into the brew head and rotate the handle towards the center until firm resistance is felt.



## MAKING ESPRESSO

- 01.** Place pre-warmed cup(s) beneath the portafilter.
- 02.** Press the single or double button for desired volume. The machine starts brewing.
- 03.** The pre-programmed volume of a single espresso is approx. 30ml, and the double espresso is approx. 60ml.
- 04.** The pre-programmed volume of a single espresso is approx. 30ml, and the double espresso is approx. 60ml.
- 05.** The machine will automatically stop once the pre-set volume has been extracted.

## IDEAL EXTRACTION

The gauge needle indicates the extraction pressure. When it is positioned anywhere within the 5-12 zone during extraction, it means the espresso has been extracted at the ideal pressure.

### Features:

- \* Flows slowly like warm honey.
- \* Crema is golden brown with a fine mousse texture.
- \* Espresso is dark brown.

## UNDER-EXTRACTION

When the gauge needle is in the 0-5 zone during extraction, you either do not have enough ground coffee in the filter and /or the grind is too coarse. This is an UNDER-EXTRACTED shot.

### Features:

- \* Flow is fast like water.
- \* Crema is thin and pale.
- \* Espresso is pale brown.
- \* Tastes bitter/sharp, weak and watery.

### Solutions:

- \* Select a finer grind setting and retry.
- \* Increase the amount of ground coffee and retry.
- \* Increase the tamping pressure and retry.

## OVER-EXTRACTION

When the gauge needle is in the 12-20 zone during extraction, you either have too much ground coffee in the filter and /or the grind is too fine. This is an OVER-EXTRACTED shot.

### Features:

- \* Flow drips very slowly or not at all.
- \* Crema is dark and spotty.
- \* Espresso is very dark brown.
- \* Tastes bitter and burnt.

### Solutions:

- \* Select a coarser grind setting and retry.
- \* Decrease the amount of ground coffee and retry.
- \* Decrease the tamping pressure and retry.



# HOW TO PROGRAM THE VOLUME OF SINGLE/DOUBLE ESPRESSO

## PROGRAMMING ESPRESSO VOLUME

- 01.** Press and hold the single and double espresso buttons simultaneously for 5 seconds. The HOT WATER button will turn off and the single espresso and double espresso buttons will flash.
- 02.** Press the single or double button, the machine starts to brew. The single or double button will flash while brewing.
- 03.** To stop the extraction at the desired level, press the single or double button again, and then press the HOT WATER button. The machine will beep to indicate that the custom setting has been remembered. The custom setting can now be activated by pressing the single or double button.

### **NOTE:**

The adjustable volume for a single espresso ranges between 20 ml/0.68 oz and 60 ml/2.03 oz, and a double espresso ranges between 60 ml/2.03 oz and 100 ml/3.38 oz. The machine will fail to program volumes outside of these ranges.

## RESETTING TO DEFAULTS

To reset the machine to the default volume of single espresso, press and hold the single espresso button for 5 seconds. The single espresso button will flash twice indicating the default volume of single espresso has been reset.

To reset the machine to the default volume of double espresso, press and hold the double espresso button for 5 seconds. The double espresso button will flash twice indicating the default volume of double espresso has been reset.

# HOW TO MAKE HOT WATER

The hot water function can be used to clean and preheat cups, or to add hot water manually.

To activate the hot water, press the HOT WATER button. The machine will start to dispense hot water from the steam wand.

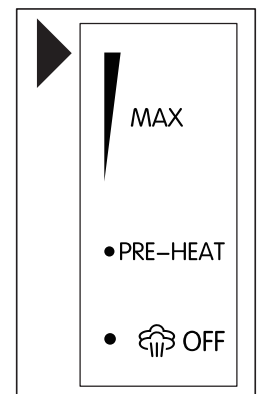
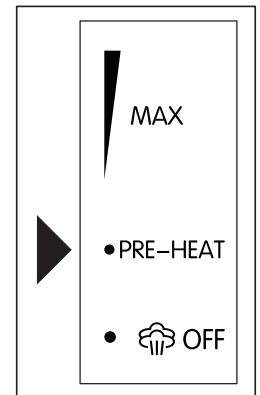
To stop the hot water, press the HOT WATER button again.

**NOTE:** The hot water will stop automatically after 45 seconds.

# HOW TO FROTH MILK

It is recommended to purge the steam wand prior to frothing milk.

- 01.** Position the steam wand over the drip tray and turn the STEAM knob to the PRE-HEAT position. The machine starts to preheat, and the indicator will flash.
- 02.** Once the preheating has finished, the indicator will light up continuously.
- 03.** Turn the knob to MAX position.



- 04.** Let the steam come out of the steam wand for approx. 8 seconds, then return the knob to PRE-HEAT position.

This process is to purge out the residual water inside the steam wand.

We recommend using cold, fresh whole milk. The density of the frothed milk will depend on the milk fat content.

- \* Fill the milk jug to between the MIN and MAX markings.
- \* Lift the steam wand and insert it into the milk jug with the steam wand tip just below the surface of the milk, close to the right-hand side of the jug at a 3 o'clock position.
- \* Turn the STEAM knob to the MAX position.
- \* Keep the steam wand tip just under the surface of the milk until the milk is spinning clockwise, producing a vortex.
- \* With the milk spinning, slowly lower the jug. This will bring the steam wand tip to the surface of the milk and start to introduce air into the milk.
- \* Gently break the surface of the milk with the tip to get the milk spinning fast enough.
- \* Keep the steam wand tip at or slightly below the surface, continuing to maintain the vortex. \*Texture the milk until sufficient volume is obtained.
- \* Lift the jug to lower the tip beneath the surface but keep the vortex spinning. The milk is at the correct temperature (140-149°F / 60-65°C) when the jug is hot to the touch.
- \* Once the desired temperature has been achieved, turn the STEAM knob back to the OFF position.
- \* Remove the steam wand from the milk jug.
- \* Wipe the steam wand with a clean, damp cloth. Then return to a lowered position over the drip tray.

**NOTE:** Ensure the STEAM knob is in the OFF position before removing the steam wand from the milk jug.

After frothing milk, it is recommended to purge the residual milk from the steam wand.

# CLEANING AND MAINTENANCE

**Caution:**

To prevent damage to the appliance, do not use alkaline cleaning agents when cleaning, use a soft cloth and mild detergent.

## DESCALING




After regular use, hard water can cause mineral buildup in and on many of the inner functioning components, reducing the brewing flow, brewing temperature, power of the machine, and the taste of the espresso.

We recommend doing a DESCALE cycle at least once a month.

- 01.** Empty the drip tray and reattach it to the machine. Remove the water tank.
- 02.** Fill the water tank to the MAX line indicated and add the descaling agent to the water. Reattach the water tank to the machine.
- 03.** Put an empty cup beneath the portafilter, and put another empty cup beneath the steam wand.
- 04.** Press and hold the HOT WATER button for 5 seconds to start the descaling cycle. The descaling cycle will last approx. 15 minutes.
- 05.** Once the descale cycle is complete, the machine needs to complete a rinse cycle.
- 06.** Empty the cups then put back in position. Empty any remaining descaling liquid from the water tank, then fill the water tank with plain water to the MAX line and reattach it to the machine.
- 07.** Press and hold the HOT WATER button for 5 seconds to start the rinse cycle.
- 08.** Once the rinse cycle is complete, the machine will beep and return to READY mode.
- 09.** Remove and rinse the water tank. Dry thoroughly before reattaching it to the machine.

## CLEANING THE GRINDER

The grinder must be removed from the espresso machine for cleaning.

- 01.** Turn the coffee bean container counter clockwise to remove it from the machine, and remove the bracket.
- 02.** Press and hold the release button the red button below the mark , then turn the grinder counter clockwise to remove it and pull it downward and out. The grinder indicator will flash red.
- 03.** Turn the grinder upside down and rotate the powder collector clockwise( → ), to remove it from the grinder via the locking position.
- 04.** Clean the grinder and the powder collector carefully using the cleaning brush.
- 05.** After cleaning, reattach the powder collector to the grinder by rotating it counter clockwise.
- 06.** Insert the grinder into the machine upward as far as it will go. Then hold the grinder and turn it counter clockwise to lock it. Once the grinder is secured, you can hear a “click” sound and feel it tight in place. The white grinder indicator light will remain lit. Reattach the coffee bean container and the bracket into the machine.

## CLEANING THE BREW HEAD

The brew head interior and shower screen should be wiped with a damp cloth after use to remove any ground coffee particles.

Periodically purge the machine. Place an empty filter basket and portafilter into the brew head. Press the single button and run a short flow of water to rinse out any residual coffee. Remove the portafilter and rinse thoroughly.

## CLEANING THE FILTERS AND PORTAFILTER

The filters and portafilter should be rinsed under hot water immediately after use to remove all residual coffee oils.

If any of the holes in the filter become blocked, use the pin provided to unblock the holes.

If the holes remain blocked, soak filter and portafilter in hot water for approx. 20 minutes. Rinse thoroughly.

### NOTE:

**All parts should be cleaned by hand using warm water and a gentle dishwashing liquid. Do not clean any of the parts or accessories in the dishwasher.**

## **CLEANING THE STEAM WAND**

The steam wand should always be cleaned after frothing milk. Wipe the steam wand with a damp cloth.

After use, it is recommended to purge the steam wand for a couple of seconds, to clear any remaining milk. With the steam wand positioned down over the drip tray, turn the STEAM knob on for a couple of seconds to allow the machine to create steam for a couple of seconds before turning it back to the vertical position.

If the steam tip hole becomes blocked, it will reduce frothing performance. Use the provided cleaning needle to clear the hole.

If the steam wand is still blocked, unscrew the tip and soak the tip in hot water before using the cleaning needle to unblock again. Replace the tip back on the steam wand.

## **CLEANING THE DRIP TRAY**

The drip tray should be removed, emptied and cleaned at regular intervals, particularly when the drip tray full indicator is showing PLEASE EMPTY TRAY.

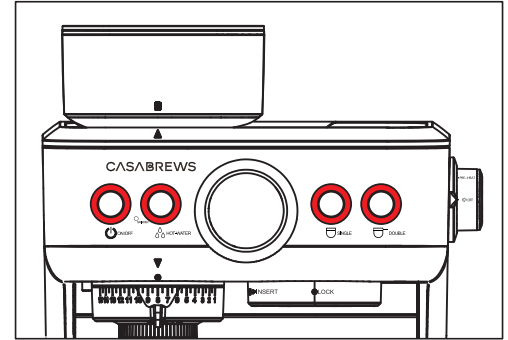
Remove the drip tray from the machine and separate the parts. Wash all parts in warm soapy water with a soft cloth. Rinse and dry thoroughly before reassembling and reattaching to the machine.

# ERROR MODE

## LACK OF WATER

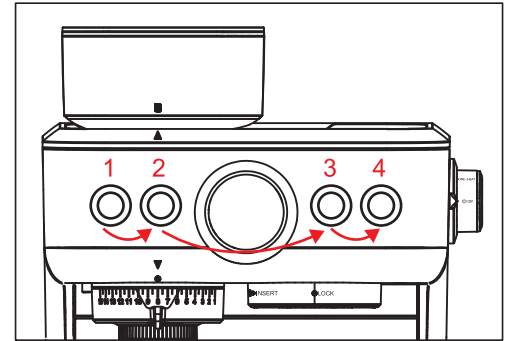
When the water is used up or the water tank is not attached in place, all the buttons will flash in red.

Once the water is filled or the tank is reattached, all the buttons will remain lit.



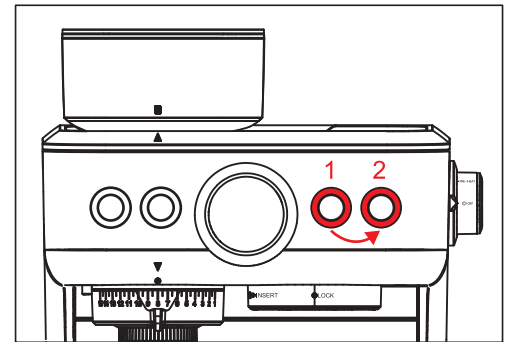
## DESCALING SIGNAL

If the four indicators simultaneously flash red twice when the machine is turned on, it means that the machine has been running for 1000 working cycles and this is a reminder that descaling is required. The signal will be canceled as soon as a descaling cycle is completed.



## OVERPRESSURE PROTECTION MODE

If the machine stops brewing and the single and double espresso buttons flash in red when brewing, this means the machine is in OVERPRESSURE protection mode. Press either the single or double espresso button. The machine will start to release the pressure automatically. All the buttons will light up in white continuously when the pressure is released.



# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>The machine does not turn on.</b>	The machine is not plugged in.	Plug the machine in.
	The machine is faulty.	Contact our customer support team.
<b>Water does not flow from the brew head.</b>	Water tank is empty.	Fill tank.
	Water tank is not properly attached.	Push water tank down completely to lock into place.
	Machine needs to be descaled.	Run descale cycle.
	The filter may be blocked.	Clean the filter.
<b>Very little espresso pours out or none comes out at all. The pressure is over 12 bar (OVER EXTRACTION).</b>	Water tank is empty.	Fill tank.
	Water tank is not properly attached.	Push water tank down completely to lock into place.
	Coffee is ground too finely.	Use a coarser grind setting and retry.
	Too much ground coffee in the filter.	Decrease the amount of ground coffee.
	Coffee tamped too firmly.	Tamp using between 11-22 lbs of pressure.
	The coffee bean is deep roasted and contains too much oil.	Use a Medium Espresso Roast Coffee Bean.
	The filter may be blocked.	Clean the filter.
Machine needs to be descaled.	Run descale cycle.	
<b>Espresso pours out too quickly. The pressure is under 5 bar (UNDER EXTRACTION).</b>	Coffee is ground too coarsely.	Use a finer grind setting and retry.
	Not enough ground coffee in the filter.	Increase the amount of ground coffee.
	Coffee tamped too lightly.	Tamp using between 11-22 lbs of pressure.
	The coffee bean is lightly roasted and does not contain enough oil.	Use a Medium Espresso Roast Coffee Bean.
<b>The pressure gauge does not work (the needle does not move at all).</b>	Machine needs to be descaled.	Run descale cycle.
	The machine is faulty.	Contact our customer support team.



<b>Espresso or water leaks out around the edge of the portafilter.</b>	Portafilter not inserted in the brew head correctly.	Ensure portafilter is completely inserted and rotated until resistance is felt.
	There are coffee grounds around the filter basket rim.	Remove any residual ground coffee from the rim of the filter to ensure a proper seal in brew head.
	There are coffee grounds on the surface of the brew head.	Clean any residual ground coffee from the surface of the brew head.
	Too much ground coffee in the filter basket.	Decrease the amount of ground coffee.
<b>No steam.</b>	Water tank is empty.	Fill tank.
	Water tank is not properly attached.	Push water tank down completely to lock into place.
	Machine needs to be descaled.	Run descale cycle.
	Steam wand is blocked.	Clean the steam wand.
<b>Cannot froth the milk.</b>	The milk used is not cold or not whole milk.	Use cold, fresh whole milk.
	Not enough steam.	Let the steam come out for 5 seconds then start to froth the milk.
	The steam wand is inserted too far in the milk.	Let the steam wand tip reach just below the surface of the milk.
<b>Coffee is not hot enough.</b>	Cups not pre-heated.	Rinse cups under hot water.
	Portafilter not pre-heated.	Rinse portafilter under hot water.
	Brew head not pre-heated.	Run a single shot without ground coffee.
	Coffee is ground too coarsely (UNDER EXTRACTION).	Use a finer grind setting and retry.
	Not enough ground coffee in the filter (UNDER EXTRACTION).	Increase the amount of ground coffee.
<b>Coffee is watery.</b>	Coffee is ground too coarsely (UNDER EXTRACTION).	Use a finer grind setting and retry.
	Not enough ground coffee in the filter (UNDER EXTRACTION).	Increase the amount of ground coffee.
<b>Water leaks from the bottom.</b>	The drip tray is full.	Empty the drip tray.
	Water tank is not properly attached.	Push water tank down completely to lock into place.
	Water tank or the silicon tube inside the machine is broken.	Contact our customer support team.

<b>The grinder indicator is flashing red.</b>	The grinder is not fully inserted and locked into position.	Detach the grinder and reattach it to the machine completely to lock into place.
	The powder collector is not fully inserted and locked into position.	Detach the powder collector and reattach it to the machine completely to lock into place.
	The grinder is in over-heat protection mode.	Unplug the machine and plug it in again.
<b>The grinder indicator is lit up in white, and the grinder works, but no ground coffee comes from the grinder.</b>	No coffee beans are in the container.	Fill container with fresh coffee beans.
	Blocked grinder chamber or chute.	Clean and clear grinder chamber and chute.
	Blocked powder collector.	Clean and clear powder collector.
	Blockage or foreign object in grinder.	Remove bean container, , check for debris or blockage. If necessary, clean and clear the grinder chamber and chute.
<b>The grinder indicator is lit up in white, and the grinder works, but no ground coffee comes from the grinder and makes a loud noise.</b>	The grinder is damaged by a foreign object.	Contact our customer support team.
<b>The grinder indicator is lit up in white, but the grinder does not work.</b>	The grinder bracket is not fully inserted and locked into position.	Detach the grinder bracket and reattach it to the machine completely to lock into place.
	The machine is faulty.	Contact our customer support team.
<b>The grinder fails to adjust the grind settings.</b>	The grinder is damaged by a foreign object.	Contact our customer support team.
<b>Water leaks from the steam wand when brewing or frothing.</b>	The machine is faulty.	Contact our customer support team.
<b>Only the POWER button is lit up and the other three buttons are off when the machine is turned on.</b>	The steam knob is not in the OFF position.	Return the steam knob to the OFF position.
<b>All buttons won't stop flashing in white when the machine is turned on.</b>	The machine is faulty.	Contact our customer support team.
<b>The single and double espresso buttons flash red when the machine is turned on.</b>	The machine is faulty.	Contact our customer support team.

<b>Machine fails to program the volume of single or double espresso.</b>	Out of range of the allowable volume.	The adjustable volume for a single espresso ranges between 20 ml/0.68 oz and 60 ml/2.03 oz, and a double espresso ranges between 60 ml/2.03 oz and 100 ml/3.38 oz.
<b>Machine does not heat up.</b>	The machine is faulty.	Contact our customer support team.

**NOTE:** If your problem is not listed here, please contact Customer Support.

# WARRANTY INFORMATION

The manufacturer provides warranty in accordance with the legislation of the customer's own country of residence, with a minimum of 12 months, starting from the date on which the appliance is sold to the end user.

The warranty only covers defects in material or workmanship.

The warranty will not apply in cases of:

- Normal wear and tear.
- Incorrect use, e.g. overloading of the appliance, use of non-approved accessories.
- Use of force, or damage caused by external influences.
- Damage caused by non-observance of the user manual, e.g. connection to an unsuitable power supply or non-compliance with the installation instructions.
- Partially or completely dismantled appliances.