# TROUBLESHOOTING

| PROBLEM | POSSIBLE CAUSE | SOLUTION |
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| **The machine does not turn on.** | The machine is not plugged in. | Plug the machine in. |
| | The machine is faulty. | Contact our customer support team. |
| **Water does not flow from the brew head.** | 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. |
| **Very little espresso pours out or none comes out at all.**<br>**The pressure is over 12 bar (OVER EXTRACTION).** | 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. |
| **Espresso pours out too quickly.**<br>**The pressure is under 5 bar (UNDER EXTRACTION).** | 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. |
| **The pressure gauge does not work (the needle does not move at all).** | Machine needs to be descaled. | Run descale cycle. |
| | The machine is faulty. | Contact our customer support team. |

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| **Espresso or water leaks out around the edge of the portafilter.** | 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. |
| **No steam.** | 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. |
| **Cannot froth the milk.** | 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. |
| **Coffee is not hot enough.** | 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. |
| **Coffee is watery.** | 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. |
| **Water leaks from the bottom.** | 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. |

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| **The grinder indicator is flashing red.** | 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. |
| **The grinder indicator is lit up in white, and the grinder works, but no ground coffee comes from the grinder.** | 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. |
| **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.** | The grinder is damaged by a foreign object. | Contact our customer support team. |
| **The grinder indicator is lit up in white, but the grinder does not work.** | 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. |
| **The grinder fails to adjust the grind settings.** | The grinder is damaged by a foreign object. | Contact our customer support team. |
| **Water leaks from the steam wand when brewing or frothing.** | The machine is faulty. | Contact our customer support team. |
| **Only the POWER button is lit up and the other three buttons are off when the machine is turned on.** | The steam knob is not in the OFF position. | Return the steam knob to the OFF position. |
| **All buttons won't stop flashing in white when the machine is turned on.** | The machine is faulty. | Contact our customer support team. |
| **The single and double espresso buttons flash red when the machine is turned on.** | The machine is faulty. | Contact our customer support team. |

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| **Machine fails to program the volume of single or double espresso.** | 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. |
| **Machine does not heat up.** | The machine is faulty. | Contact our customer support team. |

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