

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
Water does not flow from the brew head.	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	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.
Espresso only drips from the portafilter spouts or not at all. The pressure is over 12 bar (OVER EXTRACTION).	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	Coffee is ground too finely.	Use a coarser grind.
	Too much ground coffee in the filter.	Decrease the amount of ground coffee.
	Coffee tamped too firmly.	Tamp between or 11-22 lb of pressure.
	The filter may be blocked.	Clean the filter.
	Machine needs to be descaled.	Run descale cycle.
Espresso runs out too quickly. The pressure is under 6 bar (UNDER EXTRACTION).	Coffee is ground too coarsely.	Use a finer grind.
	Not enough ground coffee in the filter.	Increase the amount of ground coffee.
	Coffee tamped too lightly.	Tamp between or 11-22 lb of pressure.
Espresso or water runs 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 group 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 fully inserted and locked into position.	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.

Coffee 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.
Water leaking from bottom.	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	Water tank is broken.	Contact our customer support team.
No ground coffee coming from grinder.	No coffee beans in hopper.	Filler hopper with fresh coffee beans.
	Blocked grinder chamber or chute.	Clean and clear grinder chamber and chute.
	Blockage or foreign object in grinder.	Remove hopper, check for debris or blockage. If necessary, clean and clear grinder chamber and chute.

NOTE:

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