

Trouble Shooting

Problem	Possible cause	Solution
Machine doesn't work, or couldn't turn on.	Machine is not switched on or power plug is not plugged in.	Make sure that the power plug is plugged in, that the ON/OFF button has been pressed and that both coffee buttons light up blue.
	Short circuit / power outlet is without power.	Check the power supply.
	The machine is faulty.	Contact our customer support.
Machine doesn't work, and all buttons are flashing at the same time.	The flowmeter inside the machine is broken.	Contact our customer support.
	Water tank is empty, and the machine is under the water shortage protection.	Fill the water tank, then use hot water fuction to pump the water until the machine go back to standby mode.
Machine doesn't work, only the single shot button and doube shot button are flashing at the same time.	The NTC inside the machine is broken.	Contact our customer support.
Machine doesn't work, only the double shot button and steam button are flashing at the same time.		
Coffee does not or only slowly run out of the filter holder.	Water tank is empty.	Fill water tank.
	The water tank is not installed correctly.	Remove the water tank and correctly install it.
	The machine cannot pump the water.	Use hot water function to pump the water.
	Coffee is ground too finely.	Ensure appropriate degree of grinding.
	Too much coffee in filter.	Ensure appropriate amount.
	Ground coffee is tamped too strongly.	Tamp ground coffee less strongly.
	Filter is clogged up.	Clean the filters hole with a pin.
	The steam button is turn on(after using the hot water function and without turn off).	Turn the steam button off.
The machine is faulty.	Contact our customer support.	
Coffee runs through too quickly	Coffee is ground too coarsely.	Ensure appropriate degree of grinding.
	Too little coffee in filter.	Ensure appropriate amount.
	Ground coffee is not tamped strong enough.	Tamp ground coffee more strongly.

Coffee is cold.	Machine is not pre-warmed.	Let hot water run through the appliance with the inserted portafilter (with filter but without coffee grounds) before extracting the first coffee to warm up the brew system.
	Cups not pre-warmed.	Pre-warm cups with warm water.
Water is pooled under the coffee machine.	The water tank is not installed correctly.	Remove the water tank and correctly install it.
	The drip tray is filled with water.	Empty and clean drip tray.
	The machine is faulty.	Contact our customer support.
The steam fails to steam the milk.	The milk jug is too big or the jug shape is unsuitable.	Always use a tall, slim container ideally made from stainless steel.
	You have used milk with less than 3.3% of milk protein.	Use milk with more than 3.3% of milk protein.
	The milk is not cold.	Always use cold whole milk(41°F) .
Not producing steam.	Water tank is empty.	Fill the water tank.
	Steam nozzle is clogged.	Remove the steam nozzle from steam wand and clean the steam nozzle with a pin.
	Steam function was used for more than 3 minutes.	Turn steam knob off for at least 1 minute.
	The machine is faulty.	Contact our customer support.
Hot water function is not working.	Water tank is empty.	Fill the water tank.
	Steam nozzle is clogged.	Remove the steam nozzle from steam wand and clean the steam nozzle with a pin.
	Hot water function was used for more than 40 seconds.	Turn steam knob off for at least 1 minute.
	The machine is faulty.	Contact our customer support.
Coffee is dripping out of the rim of the filter holder.	Too much coffee in the filter.	Make sure to use the correct amount of coffee.
	Coffee ground is sticking to the sealing ring of the brewing head.	Turn off the machine, wait until it has cooled down and then clean the filter, the filter holder and the brew head with its sealing ring
	Filter holder is not completely closed.	Insert the filter holder and turn the handle to the right until you feel some resistance.
	Maker espresso after frothing milk or using the steam function immediately.	Use hot water function to cool down the boiler first.
	The machine is faulty.	Contact our customer support.