

# Trouble Shooting

Problem	Possible cause	Solution
<b>Machine doesn't work.</b>	Machine is not switched on or power plug is not plugged in.	Make sure that the power plug is plugged in, that the Power ON/OFF button has been pressed to "—" and the power indicator light up.
	Short circuit / power outlet is without power.	Check the power supply.
	The machine is faulty.	Contact our customer support.
<b>Coffee does not run out of the filter holder.</b>	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.
	Filter is clogged up.	Clean the filters hole with a pin.
	The machine is faulty.	Contact our customer support.
<b>Coffee slowly run out of the filter holder.</b>	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.
<b>Coffee runs through too quickly.</b>	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.
<b>Coffee is cold.</b>	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.
<b>Water is pooled under the coffee machine.</b>	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.

<b>The steam fails to steam the milk.</b>	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 milk(39-41°F).
<b>Not producing steam.</b>	Water tank is empty.	Fill the water tank.
	Steam nozzle is clogged.	Remove the steam tube from steam wand and clean the steam wand with a pin.
	The machine is faulty.	Contact our customer support.
<b>Hot water function is not working.</b>	Water tank is empty.	Fill the water tank.
	Steam nozzle is clogged.	Remove the steam tube from steam wand and clean the steam wand with a pin.
	The machine is faulty.	Contact our customer support.
<b>Coffee is dripping out of the rim of the filter holder.</b>	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.
	The Steam button is on "—" position.	Turn the Steam button to "O" position. Then use hot water fuction to cool down the boiler first.
	Maker espresso after frothing milk or using the steam function immediatelly.	Use hot water function to cool down the boiler first.
	The machine is faulty.	Contact our customer support.