


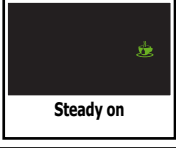
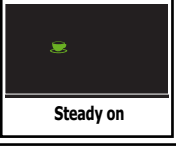
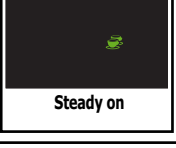
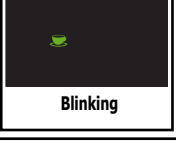














3.1. Customer and programming menu



Indications	Causes	Solutions
	Machine at correct temperature - for coffee bean dispensing - for hot water dispensing	Proceed with the dispensing process
	Machine at correct temperature - for ground coffee dispensing (pre-ground)	Proceed with the dispensing process
	Machine dispensing steam	Proceed with steam dispensing
	Machine dispensing hot water	Proceed with hot water dispensing
	Machine dispensing a coffee	Wait for the dispensing process to end (dispensing stops when you press the key again)
	Machine dispensing two coffees	Wait for the dispensing process to end (dispensing stops when you press the key again)
	The machine is being programmed with the coffee cup fill level	Stop dispensing as desired
	Machine in pre-heating phase for coffee, hot water and steam dispensing	Wait until heated (see bar)

Indications	Causes	Solutions
 Cyclic blinking	Machine in rinsing phase - wait for the machine to complete the procedure	Wait until end of procedure
 Steady on	The appliance requires a descaling cycle	Perform the descaling cycle To enter the descaling cycle press the aroma/pre-ground coffee key for 5 sec.
 Steady on	No coffee beans inside hopper	After filling the coffee bean hopper, start the cycle again
 Steady on	No water	Fill the water tank
 Blinking	Service door open: Close it If the service door is opened while product is being dispensed, the appliance stops dispensing and starts a 30 sec. countdown before cancelling the dispensing process. The countdown can be stopped by closing the service door and operation will resume from its stopping point.	
 Blinking	Turn the hot water/steam valve knob to the correct position. If the knob is turned (open) while product is being dispensed, the appliance stops dispensing and starts a 30 sec. countdown before cancelling the dispensing process. The countdown can be stopped by closing the knob and operation will resume from its stopping point.	
 Blinking	No brew group If the brew group is removed while product is being dispensed, the appliance stops dispensing and starts a 30 sec. countdown before cancelling the dispensing process. The countdown can be stopped by re-inserting the brew group and closing the service door; operation will resume from its stopping point.	
 Steady on	Refill circuit	Turn the knob to the cup 
 Steady on	Empty the dreg drawer	To reset the dreg counter, wait for the icon to flash (5 sec.)
 Blinking	Insert dreg drawer	When the dreg counter is reset, the icon flashes

TROUBLESHOOTING

Machine Actions	Causes	Solutions
The machine does not turn on.	The machine is not connected to the power source.	Connect the machine to the power source.
The coffee is not hot enough.	The cups are cold.	Warm the cups with hot water.
No hot water or steam is dispensed.	The hole of the steam wand is clogged.	Clean the hole of the steam wand using a pin. Make sure that the machine is turned off and has cooled before performing this operation.
	Pannarello is dirty (if supplied).	Clean the Pannarello.
The coffee has little crema. (see note)	The coffee blend is unsuitable, the coffee is not freshly roasted or the grind is too coarse.	Change coffee blend or adjust the grind as explained in the "Coffee Grinder Adjustment" section.
The machine takes a long time to warm up or the amount of water dispensed from the wand is too little.	The machine circuit is obstructed by limescale build-up.	Descale the machine.
The brew group does not come out.	The brew group is out of place.	Turn the machine on. Close the service door. The brew group automatically returns to the correct position.
	Dregdrawer is inserted.	Remove the dregdrawer first, then the brew group.
The machine grinds the coffee beans but no coffee comes out. (See note)	Water tank is empty.	Fill the water tank and prime the circuit (section "Using the Machine for the First Time").
	Brew group is dirty.	Clean the brew group (section "Brew Group").
	Circuit is not primed.	Prime the circuit (section "Using the Machine for the First Time").
	Rare event that occurs when the machine is automatically adjusting the dose.	Brew a few coffees as described in section "Gaggia Adapting System".
	The dispensing head is dirty.	Clean the dispensing head.
The coffee is too weak. (see note)	Rare event that occurs when the machine is automatically adjusting the dose.	Brew a few coffees as described in section "Gaggia Adapting System".
Coffee is brewed slowly. (see note)	The coffee grind is too fine.	Change coffee blend or adjust the grind as explained in the "Coffee Grinder Adjustment" section.
	The circuit is not primed.	Prime the circuit (section "Using the Machine for the First Time").
	The brew group is dirty.	Clean the brew group (section "Brew Group").
Coffee leaks out of the dispensing head.	The dispensing head is clogged.	Clean the dispensing head and its holes.

Note: These problems can be considered normal if the coffee blend has been changed or if the machine has just been installed. In this case wait until the machine performs a self-adjusting operation as described in section "Gaggia Adapting System".

Please contact Gaggia Customer Service or an authorized service center for any problems not covered in the above table or when the suggested solutions do not solve the problem.