

17 TROUBLESHOOTING

Problems	Causes	Remedies
The machine fails to turn on	The machine is not connected to the mains.	Connect the machine to the mains
The coffee is not hot enough	Cups are cold	Warm up the cups
No hot water or steam	Steam pipe clogged	Clean the steam pipe nozzle with a pin.
The coffee is dispensed too slowly	Coffee too fine	Change the coffee blend
		Turn the grinding control knob to a higher value (par.5).
		Decrease the dose (par.6).
	Dispensing unit dirty	Wash the dispensing unit
The coffee is dispensed quickly	Coffee too coarse.	Change the coffee blend.
		Turn the grinding control knob to a lower value.
	Low dose.	Increase the dose (par.6).
The machine spends a lot of time to warm up, and the quantity of water dispensed from the pipe is reduced.	Presence of scale in the machine circuit.	Descale.
The dispensing unit cannot be removed	The dispensing unit is not in the correct position.	Turn on the machine. Close the front cover; the unit s now in its initial position and can be removed.
	Coffee grounds drawer in.	Remove the coffee grounds drawer.
The coffee comes out from the dispensing unit.	The dispensing unit is not in the correct position.	Re-position the dispensing unit.
	Dispensing unit clogged.	Remove the dispensing unit, and wash it.
The coffee is not frothy.	The blend is not suitable, or the coffee is not freshly made.	Change the coffee blend.
	The coffee is coarse.	Adjust grinding.
Some water comes out from the drip tray.	Drip tray full.	Check the float position, and empty the drip tray.