

13. Troubleshooting

Possible problems	Causes	What to do?
The coffee is not hot	The coffee is not at the correct temperature. Cold accessories (cup, filter holder).	Wait for the on/off pilot light to go off. See general tips. Point 3. Increase temperature by PID system.
The coffee comes out very quickly (ground coffee).	The grind you are using is too coarse and/or the coffee has not been properly tamped down. Not enough ground coffee used.	Use espresso coffee. Experiment with tamping the coffee down more or less. Fill to the brim of the filter.
The coffee comes out very quickly (pods).	The grind you are using is too coarse, there is not enough coffee or it has not been properly packed.	Regulate the pressure using the expansion valve 10 next to the group 8 . This should be carried out by a qualified technician.
The coffee is not creamy.	The grind you are using is too coarse. The coffee has not been correctly tamped down. The coffee is old or poor quality.	Use espresso coffee. Experiment with tamping the coffee down more or less. Change your coffee. Use freshly ground coffee.
The coffee doesn't come out or does so slowly.	The water tank is empty or incorrectly placed. The grind you are using is too fine or too tightly tamped down. The filter and/or washer are obstructed. Limescale in the machine. Insufficient pressure.	Fill or correctly replace the tank. Use espresso coffee. Experiment with the way you tamp the coffee down. Clean filter and/or washer. Clean the machine. See point 6. Increase the working pressure using the expansion valve 10 next to the coffee group 8 . This process should be carried out by a qualified technician.
There is a lot of water in the filter after making the coffee.	The coffee has not been correctly tamped down. There is not enough coffee in the filter.	Tamp down correctly. See point 3. Add more coffee to the filter. See point 3.

<p>The coffee spills over the edges of the filter.</p>	<p>The filter holder has not been placed correctly. Coffee grinds on the edge of the filter. The gasket is dirty. The gasket is defective.</p>	<p>Follow the procedure for adjusting the filter holder. Point 3. Clean the coffee grinds from the edge of the filter. Clean the gasket with a damp cloth. Call the After-sales Service.</p>
<p>The milk won't froth.</p>	<p>Steam nozzle clogged. Milk has gone off. Milk hot or warm. Insufficient temperature</p>	<p>Clean the steam nozzle. Use fresh, cold milk (refrigeration temperature).</p>
<p>The machine makes a lot of noise.</p>	<p>Water tank empty. The tank is not correctly placed. Water supply is not reaching the tank. Mains connection problems. Old or very dry coffee.</p>	<p>Fill the water tank. Adjust the water tank. Place the tube in the tank. Use fresh coffee.</p>