

16 TROUBLESHOOTING

Below is a list of faults and malfunctions which could arise while using the machine.

For all problems not included in this table, contact technical assistance.

PROBLEM	CAUSES	REMEDY
The boiler fill level display flashes	The mains water or purifying filter taps are closed	Open the tap
	Boiler fill malfunction	Turn off power for at least 5 seconds, then turn on again by pressing the ON/OFF button
		Call technical assistance
No water is delivered from the group	The mains water or purifying filter taps are closed	Open the tap
	The filter on the water intake coupling is clogged	Remove and clean
	Clogged gicleur	Check regeneration of the water purifying filter
The water does not heat up	Heating element burnt out	Call technical assistance
	Temperature sensor malfunction	Call technical assistance
Continuous water fill (the water level flashes on the display)	Faulty level sensor	Call technical assistance
The doses delivered are not regular	Faulty volumetric doser	Call technical assistance
The steam wand leaks with the tap closed	Faulty gasket	Call technical assistance
Steam leaks from under the tap knob when open	Faulty tap spindle seal	Call technical assistance
Insufficient coffee is used	The ground coffee is too fine or too coarse	Call technical assistance
	Shower screen and filters partially clogged	Check grinding time and/or adjust grinding coarseness

Coffee leaks from between the group head and portafilter during delivery	Faulty group head gasket or uneven filter edge	Call technical assistance
Coffee leaks from the edges of the portafilter	Dirt in the portafilter prevents coffee from being delivered from the spout	Clean
	Worn group gasket	Replace
	Shower screens clogged	Clean or replace
The coffee is too cold	Machine not ready	Wait for the temperature to be reached
No hot water is delivered	Water supply tap closed	Open the tap
	Faulty delivery solenoid valve	Call technical assistance
	Delivery circuit clogged	Call a technician to descale the machine
Coffee is delivered too slowly or not at all	Insufficient water supply	Check the water supply line
	Portafilter delivery hole blocked	Clean the portafilter thoroughly with specific detergent or a toothpick
	Coffee ground too fine	Adjust the grinder doser
No steam is delivered	Delivery nozzle obstructed	Clean
	Delivery circuit clogged	Call a technician to descale the machine
	Faulty steam tap	Call technical assistance

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