

## 7. 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.

PROBLEMI	CAUSE	SOLUZIONI
Water is not dispensed by the unit	The water mains tap or the impurity filter taps are closed.	Open the taps.
	The water intake fitting filter is clogged.	Remove and clean. Check regeneration of the impurity filter resin
	Clogged nozzle	Call the technical service
The boiler is not heating	Main switch set to "1"	Turn the main switch to "2"
Insufficient use of coffee	The grain size of ground coffee is not correct (exceedingly fine or coarse size)	Check the dispensing time and/or adjust grinding
	Partially clogged head and filters	Call the technical service
The water and steam taps are leaking even when the relevant taps are closed	Faulty sealing gasket or presence of a foreign body in the seat of the seal	Call the technical service
Water or steam are leaking under the knobs of the taps when opening	Faulty tap spindle gaskets	Call the technical service
Coffee overflows from the edges of the filter holder	Dirt residues are present in the seat of the filter holder, preventing coffee from flowing through the spout	Clean
	Unit gasket worn out	Replace
	Clogged heads	Clean or replace
Coffee is too cold	Machine not ready	Wait for the temperature to be reached

PROBLEMI	CAUSE	SOLUZIONI
Coffee is not dispensed or is dispensed too slowly	Insufficient water supply  Clogged filter holder dispensing hole.  Excessively fine grinding	Check the supply line  Clean the filter holder thoroughly with specific detergent and using a toothpick  Adjust the grinder/dosing device
The machine does not dispense steam	Clogged dispensing nozzle  Clogged dispensing ducts  Faulty steam tap	Clean  Call the technician to perform a calcium-removing cleaning  Call the technical service
The machine does not dispense hot water	Supply tap closed  Faulty dispensing solenoid valve  Clogged dispensing ducts	Open the tap  Call the technical service  Call the technician to perform a calcium-removing cleaning

## 7.1 WARRANTY

Every purchased appliance (keep the receipt, invoice and delivery note) is covered by a statutory guarantee. This warranty envisages the replacement free of charge of parts that are shown to the service centre or manufacturer's satisfaction to be defective due to faulty materials or workmanship and providing that the appliance has not been misused or tampered with by unauthorised persons or persons using incorrect components or techniques. Any defective part shall be returned to the manufacturer.



**IMPORTANT: never activate the pump without water. Excessive heat will damage the pump and no warranty replacement is granted in that case.**