


PROBLEM

SOLUTION

<p>The machine is on but switch  does not light up <b>A</b></p>	<ul style="list-style-type: none"> <li>- Check that the machine is connected to a power supply; check the safety switches of your home power supply system</li> </ul>
<p>No coffee comes out</p>	<ul style="list-style-type: none"> <li>- Fill the tank, make sure it is securely inserted</li> <li>- Make sure the steam knob is completely closed</li> <li>- Remove the capsule holder from the unit</li> <li>- Wait until coffee switch is lit (machine is ready to make coffee)</li> <li>- Put a cup under the brewing unit and press coffee switch</li> <li>- Let water run for a few seconds</li> <li>- Press coffee switch again to stop flow</li> <li>- Put in a new capsule in the capsule holder and turn capsule holder firmly into place (turn handle to the Stop <b>E</b> position) and then try to make coffee again <b>B</b></li> </ul>
<p>I turn the knob but the machine does not generate steam Steam is generated but milk does not froth</p>	<p><i>Case a)</i> If the temperature display steam icon <b>D</b> is on, wait for the steam icon <b>C</b> to light up</p> <p><i>Case b)</i> If the temperature display steam icon <b>D</b> is off, press the steam switch and wait for the steam switch to light up (heating)</p> <p><i>Case c)</i> The steam nozzle could be obstructed: turn off the machine; wait for the machine to cool (at least one hour); remove any obstruction from the holes of the steam nozzle <b>G</b></p>
<p>Water leaks from the unit when making coffee</p>	<ul style="list-style-type: none"> <li>- Check that the capsules are for household use (the top of the capsule is the same colour as the bottom) and not for professional use (the top of the capsule is transparent)</li> <li>- Insert a new capsule in the capsule holder twist the holder in position until locked in place <b>E</b> and make coffee <b>B</b></li> </ul>
<p>Rapid beeping and triangular icon is flashing</p>	<p>Perform the following operations:</p> <ul style="list-style-type: none"> <li>- Turn off the machine</li> <li>- Fill the water tank</li> <li>- Place a pitcher under the steam nozzle and open the steam knob</li> <li>- Turn on the machine wait approx. 10 seconds</li> <li>- Close the steam knob wait for the coffee switch to light up</li> </ul>
<p>Triangular icon is flashing slowly</p>	<ul style="list-style-type: none"> <li>- Perform decalcification cycle</li> </ul>
<p>Water leaks from inside the machine</p>	<ul style="list-style-type: none"> <li>- Turn off the machine; disconnect the appliance from the power supply</li> </ul>

Contact  
Assistance

## PROBLEM

## SOLUTION

The water tank leaks after it has been filled

- Empty the water tank, press the transparent rubber washer of the connection valve inside the tank firmly into place

After having pressed the steam button, the machine does not light up the steam icon situated on the circular crown which shows the preparation phase, but the coffee icon flashes

- The machine needs to cool down after a prolonged delivery of steam; wait a few minutes and the machine will begin working again

Coffee drips from capsule before extraction starts

- Some dripping during the first few seconds of extraction is normal

*Contact  
Assistance*

