



## KOTLIE 5in1 coffee maker Troubleshooting

### **1, What is the sound of the machine when making coffee?**

A: In order to extract better coffee, we use 1450W high-power boiler and 19Bar pressure imported water pump, to ensure that the coffee in the 93 °C constant temperature, 19Bar constant pressure conditions are perfect extraction, so in the instant puncture capsule will produce no more than 70 decibels of noise, lasts for a few seconds after the return to normal.

### **2, Why does the K-Cup capsule keep dripping after making coffee?**

A : Because the K-Cup capsule internal chamber is larger, the residual liquid is more caused by, it is recommended to wait for the completion of the drip before removing the coffee cups

### **3, Water leakage from the bottom of the machine?**

A: Please check whether the water catch tray is full; check whether the water tank is installed properly;

### **4, After making coffee, there is water vapor in the water tank?**

A: This is the normal machine pressure relief protection

### **5, First time to make coffee, feel the plastic flavor?**

A: This is a normal phenomenon, our pods use BPA free materials, odor is very small, completely rest assured that the use of the first use of the proposed more than a few times to flush hot water.

### **6, After the capsule coffee maker has finished making coffee, there will be a few seconds of dripping, which is a normal phenomenon.**

A: It is recommended to stop working and wait for 5-10 seconds before taking away the coffee cup.

### **7, In addition to Nespresso and K-cup capsules, can it support other capsules?**

A: We currently support Nespresso,Dolce Gusto,K-Cup capsules,Ground Coffee and 44mm ESE Bag, and you can purchase more pods from us including capsules that support LAVAZZA MIO/BLUE, Caffitaly, and more.

### **8,Why is my brewed coffee cold?**

A:Please check if it is cold brewing mode? In cold brewing mode, the power light is blue, the coffee extracted is cold, please press the power button briefly, after it turns red, it is hot brewing mode.

If you confirm that it is hot extraction mode, please preheat the machine first, and empty the pods a few times to drain the water before extraction. Next, consider cleaning the scale.

### **9,This machine is an espresso machine, the height is not high enough, my cup can not be put in**

A: This coffee machine is an espresso machine. Firstly we consider most espresso capsule coffee needs and secondly also for smaller size smaller footprint and portability. Therefore, you can not use the height of more than 10CM mug, you can choose the height of 9.5cm wide mouth mug!

### **10,The machine is set up with 1-7 levels of water volume, how do I choose?**

A:We recommend 1-2 levels for espresso, 3-5 levels for cappuccino and other fancy coffees, and 6-7 levels for Americano. Individuals who prefer a volume of 300 ml or more can brew a second time.

### **11、 After powering on, the water volume button and brewing button blinks and then stops blinking, what's going on?**

A:Every time you use, after powering on the water volume and brewing button indicator will blink for about 20 seconds, this is in the warm-up machine, is a normal phenomenon, you need to wait for the indicator to stop blinking to stop, and then start normal use!

### **12, Why is the temperature of the coffee liquid not high when I just extracted it?**

A: Preheat the coffee cup; Preheat the coffee machine: after the machine is turned on, the first cup of pods without capsules, press the small cup button to release the water flow, so that the overall machine is preheated

and cleaned, the second cup and then begin to make coffee.

**13, After turning on the machine, you can hear the machine running but no water comes out?**

A: Please first check whether there is water in the water tank, if there is water, it may be because there is scale blockage inside the pipe, at this time, please unplug the power supply, remove the water tank, take out the hose in the accessories, inject a small amount of water into the water tank inlet, discharge the air in the pipeline, so that the pipeline is unobstructed, see the manual page 9 diagrams.

**14, The coffee machine has not been used for a long time, there is water in the water tank, I can hear the machine running sound, but no water flow?**

A: As a result of a long time without use, resulting in the internal pump and boiler dry, can not work, this time to remove the water tank, take out the accessories in the hose, to the water tank inlet into a small amount of water, until the top of the water tank black hose with water can be flowed out, see the manual page 9 illustration.

**15, I use LOR small capsules to extract coffee, but no coffee liquid comes out, only water?**

A: Check the surface of the capsule for breaks and dents. The next reason is the capsule size. Due to the capsule has aluminum film and shell depression, broken or wrong size will lead to the machine needle can not penetrate the capsule inside, the water flow can not enter the internal coffee powder. Try replacing the capsule with another one. pods fits tight (depends on the brands). Just like illy, lavazza, and Tim's nespresso pods and they all fits different.

**16, What capsules does our 513K coffee maker support?**

A: We support branded capsules such as Nespresso Original, Dolce Gusto large capsules, Caffitaly, Lavazza A Modo MIO, Lavazza BLUE, and KEURIG's K-Cup large capsules, but other capsule sizes may have poor compatibility and some pods need to be purchased separately.

**17. Why is it that when I brew two consecutive cups of coffee with Nespresso capsules, the cups are not the same size?**

A: This is a normal phenomenon, there is no two cups of coffee in the world exactly the same, even if they are made of the same material. It is possible that the first cup is 45ML and the second cup is 55ML, this depends on the flow rate, pressure and temperature inside the coffee maker at a certain time, high-end coffee makers are more precise in these controls, but there will still be a deviation of about 8%.

**18, with K-Cup capsule coffee extraction, out of the coffee flavor is very bad, and there is coffee residue?**

A: It is possible that the space between the filter and the bottom inside the K-Cup capsule is too small resulting in the standard K-Cup capsule filter space accounted for 1/3 of the capsule, so that the bottom of the pods pinprick directly pierced the filter to contact the capsule above the coffee powder, with the release of the pressure, there will be coffee residue along with the liquid out of the cup. It is recommended to replace the brand of capsule coffee.

Secondly, you may not be using KEURIG's K-Cup large capsules, it is possible that KEURIG's K-Cup has rounded capsules.

**19, I am using K-Cup capsules and the selection is level 6 water volume, only about 3 ounces of liquid?**

A: Capsule quality reasons, K-Cup capsule bottom near the filter space is less than 1/3 of the whole, easy to cause puncture the internal filter touches the coffee powder, resulting in the capsule filled with a mixture of water and coffee powder, blocking the exit, so less outflow of coffee liquid, it is recommended that the replacement of the brand capsule, the quality of guaranteed.

**20, Why can't KCUP capsules be pushed into the machine after being loaded with pods?**

A: Because the KCUP capsule pods have a needle at the bottom, you need to press the capsule, so that the needle pierced the capsule, so that the capsule pods can be installed

**21, the machine is overheated when used, the pods can not be taken out?**



A:Some of the large capsules, it is inevitable that some of the surface of the aluminum film and the shell of the depression and the capsule inside the filter space is not enough, as well as some of the coffee powder particles are too fine (recommended for 4-8 scale), too much or not filled with filter cups, not compacted and pressed, etc., the above may cause the machine to overheat resulting in the machine jammed, pods can not be taken out, we have to disconnect the power supply, wait for the machine to completely become cold before you can We have to turn off the power and wait for the machine to cool down completely before we can take out the pods.

**22, When using ground coffee, there is very little coffee liquid and the machine leaks?**

A:First of all, you have to check whether the amount of coffee powder is appropriate, usually you need about 14 grams of coffee powder, and it should be compacted and flattened, not too tight and too loose. Second, you have to check whether the upper cover of the pods of coffee powder is blocked, if it is blocked, the hot water of the coffee machine can not go down to the powder bowl, it will overflow along the edge.

**23, the machine vibrates a lot, placed on the table on the move?**

A:As the machine in the puncture capsule and extraction moment, the power to reach the maximum, there will be vibration occurs, our machine because of the consideration of the family environment as well as the use of portability, smaller size, lighter weight, it is recommended that you do not put in a smooth place such as marble, such as the need to, please cushion a piece of cotton cloth can be in the wood and other rough surfaces, is not going to happen to move.

**24, after a period of time, the machine appeared on the power supply, the various indicator lights are not bright?**

A:May be the motherboard power connection problems, need to enter the maintenance process.

**25、 Why can't I use the ESE of senseo I bought?**

A:Our machine supports illy's 44mm E.S.E Bags, other sizes are not supported.

**26. How do I clean the coffee maker?**

A:Fill empty pods and place a cup underneath; put citric acid in the water tank; press the water volume button and turn on the power at the same time; when the on/off button and the water volume button light up, press the water volume button to start cleaning for 120 seconds. Cleaning is recommended once every three months and at least twice each time.

**27、 How many cups of coffee can be made when the machine works continuously?**

A:Laboratory data show that the home coffee machine, at 20-25 °C room temperature, in order to ensure the quality of the capsule, no dent, breakage, you can make 15 cups of coffee without interruption.

**28、 After making, there will be a small amount of water in the pod seeds?**

A:This is a normal phenomenon, because we are a multi-capsule system and the size is very extreme, there is no space to set up a box to automatically recycle the capsules and leftover water, so you need to manually pour out the used capsules and residual water.

If you have any questions or suggestions about coffee makers, please email or call in the first instance, thank you!

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