

Troubleshooting

Problem	Cause	Solution
<ul style="list-style-type: none">Espresso doesn't have any crema on the top	<ul style="list-style-type: none">The ground coffee is too coarse	<ul style="list-style-type: none">Tampered not enoughClean the filter
<ul style="list-style-type: none">Espresso coming out too slowly	<ul style="list-style-type: none">The ground coffee is too fine	<ul style="list-style-type: none">Tampered too much
<ul style="list-style-type: none">Espresso is not hot enough (keep in mind this is an espresso coffee which has a lower temperature compare to regular coffee)	<ul style="list-style-type: none">Adjust the temperature settingsUse pre warmed cupWarm the machine using hot waterScale on the circuit reducing the performance	<ul style="list-style-type: none">Goes into the menu and select an higher temperature (only for models with this feature)Place the cups on the cup warmer on the top of the machineUse hot water before preparing the coffee in order to pre-warm the machine and the cupPerform a descaling

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<ul style="list-style-type: none"> Milk is not frothed 	<ul style="list-style-type: none"> Milk residual clogged the nozzle Not enough steam in the circuit 	<ul style="list-style-type: none"> Remove the nozzle and clean all the components Perform a descaling Check if all the ring gaskets are in place and not broken
<ul style="list-style-type: none"> Coffee doesn't come out 	<ul style="list-style-type: none"> Prime the unit Coffee filter is clogged 	<ul style="list-style-type: none"> Without coffee filter holder open the steam valve allowing water runs through the system Clean the coffee filter following the instruction on the manual
<ul style="list-style-type: none"> Espresso pump is vibrating 	<ul style="list-style-type: none"> Drip tray is not sitting correctly Vibration is normal on espresso pump machines 	<ul style="list-style-type: none"> Adjust the drip tray