

# Sage™ by Heston Blumenthal® Customer Service Centre

Freephone (UK Landline): 0808 178 1650

Mobile Calls (National Rate): 0333 0142 970

[www.sageappliances.co.uk](http://www.sageappliances.co.uk)

[customerservice@sageappliances.co.uk](mailto:customerservice@sageappliances.co.uk)

## Register your product and get more from your purchase

Product registration takes only a few minutes and ensures a record of your purchase. Registration also makes it easier to get support and advice on any questions or issues that you might have in the future. If you wish, we can also send you free recipes and additional hints and tips on making the best of your appliance.

➤ Go to [www.sageappliances.co.uk](http://www.sageappliances.co.uk) and click on 'Product Registration'.

## What's on your mind?

Our constant aim is to improve the quality and features of our appliances. We welcome your comments and ideas in assisting our ongoing development.

➤ Go to [www.sageappliances.co.uk](http://www.sageappliances.co.uk) and click on 'Support'.

# *the Duo-Temp™ Pro*

Instruction Booklet



BES810

**Sage™** by heston  
blumenthal®

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BES810 UKM Issue - A14

**Sage™** by heston  
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## IMPORTANT SAFEGUARDS

### READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE

- Before using for the first time please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns please contact your local electricity company.
- Your Sage™ by Heston Blumenthal® appliance includes a BS 13 amp moulded mains plug on the supply cord.
- Should you need to change this plug, please complete the rewiring as follows (after safe disposal of the moulded plug).
- Please note that a cut off plug inserted into a socket is a serious danger risk
- Wires are coloured as follows:
  - Blue = Neutral
  - Brown = Live
  - Green & Yellow = Earth
- As the colours of the wire may not correspond with the coloured markings which identify the terminals in your plug, please refer to the following:
  - The Blue wire must be connected to the terminal which is marked 'N'.
  - The Brown wire must be connected to the terminal which is marked with the letter 'L'.
  - The Green & Yellow wire must be connected to the terminal which is marked with the letter E or the earth symbol  $\perp$ .
- Please note that if a 13 amp plug is used, a 13 amp fuse should be used.

- Remove and safely discard any packaging material and promotional labels before use.
- To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the power plug of this appliance.
- Always ensure the appliance is properly assembled before use. Follow the instructions provided in this book.
- Do not touch hot surfaces. Appliance surfaces are hot during and after operation. To prevent burns or personal injury, always use protective hot pads or insulated oven mitts, or use handles or knobs where available.
- Do not place the appliance near the edge of a bench or table during operation. Ensure that the surface is dry, level, clean and free of any liquid and other substances.
- Always operate the appliance on a stable and heat resistant surface. Do not use on a cloth-covered surface, and position the appliance at a minimum distance of 20cm away from walls, curtains, cloths and other heat sensitive materials.
- Do not place this appliance on or near a hot gas or electric burner, or where it could touch a heated oven.
- Do not operate the appliance on a sink drain board.
- When operating the appliance, ensure the power cord is kept away from any heat source including the surface of the appliance. Ensure the power cord does not become trapped between the upper and lower hot plates of the appliance during use and storage.
- Do not place anything, other than cups for warming, on top of the Breville Duo-Temp™ Pro.
- Do not use harsh abrasives, caustic cleaners or oven cleaners when cleaning this appliance. Keep the appliance clean and refer to care and cleaning section.
- Do not attempt to operate the appliance by any method other than those described in this booklet. Do not leave the appliance unattended when in use.

**IMPORTANT SAFEGUARDS FOR ALL ELECTRICAL APPLIANCES**

- Fully unwind the power cord before use.
- Connect only to 220V - 240V power outlet.
- Do not let the power cord hang over the edge of a bench or table, touch hot surfaces or become knotted.
- To protect against electric shock do not immerse the power cord, power plug or appliance in water or any other liquid.
- This appliance can be used by children aged 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and they understand the hazards involved.
- Cleaning and user maintenance should not be made by children unless they are aged 8 years and above and are supervised.
- Keep appliance and its cord out of reach from children.
- This appliance is not intended for use by persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- The appliance should be positioned in a stable situation with the handles positioned to avoid spillage of oil.
- Surfaces are liable to get hot during use.
- Do not use the appliance if power cord, power plug or appliance becomes damaged in any way. If damaged or maintenance other than cleaning is required, please contact Sage Customer Service on 0808 178 1650 or 0333 0142 970 or go to [sageappliances.co.uk](http://sageappliances.co.uk).

- This appliance is for household use only. Do not use this appliance for anything other than its intended use. Do not use in moving vehicles or boats. Do not use outdoors. **Misuse may cause injury.**
- The installation of a residual current device (safety switch) is recommended to provide additional safety protection when using electrical appliances. It is advisable that a safety switch with a rated residual operating current not exceeding 30mA be installed in the electrical circuit supplying the appliance. See your electrician for professional advice.
- Always turn the appliance to the OFF position, switch off at the power outlet and unplug at the power outlet when the appliance is not in use.
- Before cleaning, always turn the appliance to the OFF position, switch off at the power outlet, unplug at the power outlet and remove the power cord, if detachable, from the appliance and allow all parts to cool.
- The appliance is not intended to be operated by means of an external timer or a separate remote control system.
- Regularly inspect the supply cord, plug and actual appliance for any damage. If found damaged in any way or maintenance other than cleaning is required, immediately cease use of the appliance and contact Sage Customer Service on 0808 178 1650 or 0333 0142 970.

**⚠ IMPORTANT**

*Fully unwind the cord before use. Ensure appliance is fully cooled before storing power cord inside the control box.*

## WE RECOMMEND SAFETY FIRST

- Do not place this appliance on or near a heat source, such as hot plate, oven or heaters.
- Position the appliance at a minimum distance of 20cm away from walls, curtains and other heat or steam sensitive materials and provide adequate space above and on all sides for air circulation.



The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

## FEATURES OF YOUR NEW APPLIANCE

### **PID TEMPERATURE CONTROL**

Electronic PID temperature control for increased temperature stability.

### **AUTO PURGE**

Automatically adjusts water temperature after steam for optimal coffee temperature.

### **THERMOCOIL HEATING SYSTEM**

Integrated stainless steel water coil accurately controls water temperature.

### **LOW PRESSURE PRE-INFUSION**

Applies low pressure at the start of the extraction to gently expand grinds for an even extraction.

### **SWIVEL STEAM WAND**

Easily adjusted to the ideal position for texturing milk.

### **THE RAZOR™ PRECISION DOSE TRIMMING TOOL**

Trims the puck to the right level for a consistent extraction

**SAVE THESE INSTRUCTIONS**

## GETTING TO KNOW YOUR NEW APPLIANCE



## GETTING TO KNOW YOUR NEW APPLIANCE

- A. **POWER button** surround illuminates when machine is switched on.
- B. **Thermocoil heating system** accurately controls water temperature.
- C. **Integrated removable tamper** for tamping control.
- D. **Group head** for easy positioning of the portafilter.
- E. **54mm stainless steel portafilter** with commercial style spouts.
- F. **Extra-tall cup height for coffee mugs**
- G. **Drip tray full indicator**
- H. **Removable drip tray**
- I. **Cup warming tray**
- J. **SELECT button** for steam or hot water
- K. **Control Dial** for espresso, steam and hot water.
- L. **Swivel steam wand** easily adjusts to perfect position for texturing milk.

### NOT SHOWN

- Removable 1.8L water tank filled from the top with integrated water filtration.
- Storage tray located behind the drip tray for storage of accessories.

### CUSTOM DESIGNED ACCESSORIES

- Razor™ Precision Dose Trimming Tool
- Single wall filter baskets for freshly ground coffee.
- Advanced dual wall filter baskets for pre-ground coffee.
- Water filter
- Stainless steel milk jug

### CLEANING ACCESSORIES

- Cleaning tool
- Silicon cleaning disk
- Cleaning tablets

**BEFORE FIRST USE**

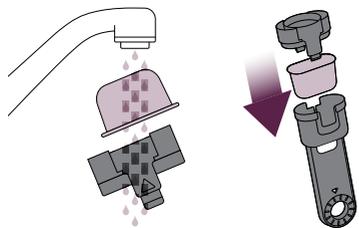
**Machine Preparation**

Remove and discard all labelling and packaging materials attached to your espresso machine. Ensure you have removed all parts and accessories before discarding the packaging. Clean parts and accessories (water tank, portafilter, filter baskets and jug) using warm water and a gentle dish washing liquid and rinse well. Wipe the outer housing and drip tray with a soft damp cloth and dry thoroughly. Do not immerse the outer housing, power cord or power plug in water or any other liquid.

The water filter located inside the water tank will need to be removed before washing the water tank

**Conditioning the Water Filter**

- Remove filter from the plastic bag and soak in a cup of water for 5 minutes.
- Rinse filter under cold running water.
- Wash the stainless steel mesh in the plastic filter compartment with cold water. Insert the filter into the filter holder.



- Set the dial date 2 months ahead.
- To install filter, push down to lock into place.
- Slide the water tank into position and lock into place.

**NOTE**

Do not clean any of the parts or accessories in the dishwasher.

**FIRST USE**

**Initial Start Up**

- Fill tank with water
- Press POWER button
- A pumping sound will be heard. The machine will reach operating temperature and go into 'Standby' mode.

**Flushing the Machine**

It is recommended to complete a water flushing operation, without ground coffee, to ensure the machine has been conditioned.

When the machine has reached 'Standby' mode, run the following 2 steps.

- Turn the Control Dial to the 'Espresso' position for 30 seconds.
- Turn the Control Dial to the 'Steam' position to activate steam for 10 seconds.
- Repeat this cycle several times.

**NOTE**

To purchase water filters contact Sage™ Customer Service on 0808 178 1650 | 0333 0142 970 or go to [sageappliances.co.uk](http://sageappliances.co.uk).

**FILLING THE WATER TANK**

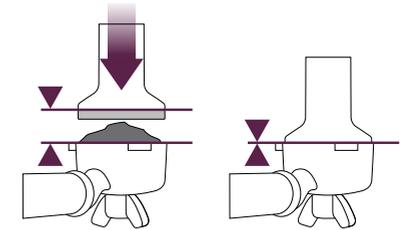
- Ensure the water filter is securely fitted inside the tank.
- Fill the water tank with cold tap water to the maximum mark on the side of the tank and slide the water tank back into position at the back of the machine.
- Plug the power cord into power outlet and switch On at power point.
- Press the POWER button. The POWER button surround will flash while the machine is heating. When the correct temperature has been reached, all the button surrounds on the control panel will illuminate.

**NOTE**

Check the water level before use and replace the water daily. The water tank should be filled with fresh, cold tap water before each use. Do not use de-mineralised or distilled water or any other liquid.

It's important to apply consistent pressure every time.

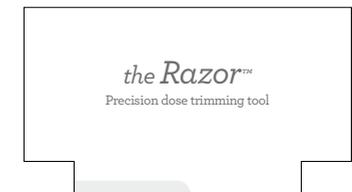
- As a guide to dose, the top edge of the metal cap on the tamper should be level with the top of the filter basket AFTER the coffee has been tamped. This will minimise under or over dosing the coffee.



- Wipe excess coffee from the rim of the filter basket to ensure a proper seal in the group head is achieved.

**TRIMMING THE DOSE**

The Razor™ precision dose trimming tool allows you to trim the puck to the right level for a consistent extraction.



Refer to Coffee Making Tips & Preparation, page 17 for more details.

**COFFEE PREPARATION**

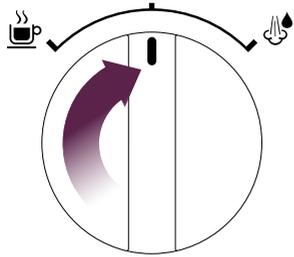
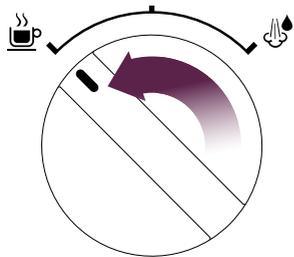
**Dosing & Tamping the Ground Coffee**

If using whole bean coffee ground directly before extracting, use the Single Wall Filter Baskets. If using Pre-ground coffee, use the Dual Wall Filter Baskets. Insert the correct Filter Basket into the portafilter. Fill the Filter Basket with ground coffee, tap down to collapse the coffee, then using the integrated tamper, tamp down firmly (approx.. 15-20kg of pressure).

**EXTRACTING ESPRESSO**

Insert the Portafilter into the Group Head & lock into position. Turn the Control Dial to the 'Espresso' position. A pumping noise will be heard. After a few seconds, coffee will begin to brew into the cup.

When sufficient coffee has flowed into the cup, turn the Control Dial to 'Standby'. This will stop the flow of coffee. Sage recommends approx. 30 sec of extraction.



**NOTE**

For optimal flavour when using a 1 CUP filter, you should extract approx. 30ml. When using a 2 CUP filter, you should extract approx. 60ml.

**LOW PRESSURE PRE-INFUSION**

The low pressure pre-infusion gradually increases water pressure to gently expand grinds for an even extraction before increasing to full pressure.

**⚠ WARNING**

*The metal parts of the portafilter will be very hot.*

**NOTE**

If machine is run continuously for 30 minutes, allow machine to cool for 5 minutes before each use.

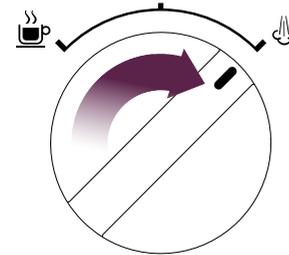
**AFTER EXTRACTING ESPRESSO**

Insert the Portafilter into the Group Head & lock into position.

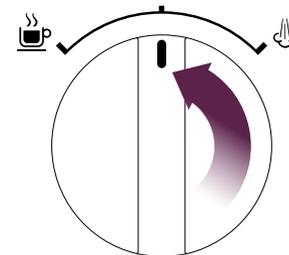
**TEXTURING MILK**

**The Duo Temp™ Pro is equipped with a commercial style steam wand.**

- Before inserting the steam wand into the milk, it is recommended to purge the steam wand.
- Set the Control Dial to the 'Steam' position.



- The 'Steam' LED will illuminate.
- It may take a few moments before the steam appears.
- Pause the steam by returning the dial back to the 'Standby' position. This will avoid the milk splashing out of the jug.
- The Steam will Pause for 8 secs.
- Insert the wand into the milk and set the Control Dial to the 'Steam' position to texture milk.
- To stop the steam set the Control Dial to the 'Standby' position and remove the jug.



**NOTE**

When the espresso machine creates steam, a pumping noise can be heard. This is the normal operation of the 15 bar Italian pump.

**HOT WATER**

**The machine features a separate Hot Water function that dispenses hot water from the Steam Wand.**

**To use the Hot Water function:**

- Press the 'SELECT' button and the Hot Water LED will illuminate.
- Turn the Control Dial to 'Steam'.

**To turn the hot water off, turn the Control Dial to the 'Standby' position.**

**NOTE**

The machine will automatically default to 'Steam' when the appliance is first switched on. Both Steam and Hot Water functions cannot be operated at the same time.

**AUTO PURGE**

For extracting espresso immediately after using the steam function, this machine features an auto-purge function.

The auto purge function ensures the ground coffee will not be burnt by the initial water flow from the thermocoil being too hot. The water is automatically released internally into the drip tray ensuring that the thermocoil is at optimal temperature for extracting espresso. Your espresso will always be extracted at the optimal temperature ensuring only the best flavours are extracted.

**PRE-HEATING**

**Heating your cup or glass**

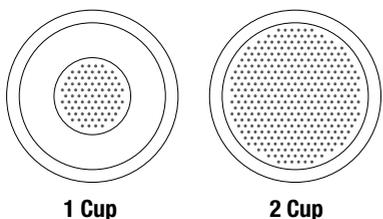
A warm cup will help maintain the coffee's optimal temperature. Preheat your cup by rinsing with hot water and place on the cup warming tray.

**Heating the portafilter and filter basket**

A cold portafilter and filter basket can reduce the extraction temperature enough to significantly affect the quality of your espresso. Ensure the portafilter and filter basket are preheated with hot water before initial use. Wipe the filter and portafilter dry before dosing with ground coffee as moisture can encourage channelling where water by-passes the ground coffee during extraction.

**Single Wall Filter Baskets**

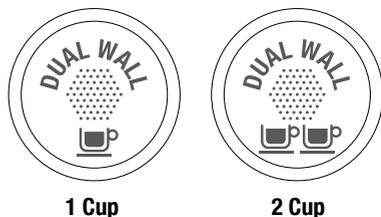
The Single Wall filters (1 & 2 CUP) are designed to be used with freshly ground coffee and allow you to experiment with grind, dose, and tamp to create a more balanced espresso.



The Single Wall filters have no markings on the underside of the filter.

**Advanced Dual Wall Filter Baskets**

The Dual Wall filters (1 & 2 CUP) are designed to be used with pre-ground coffee and regulate the pressure to help optimise extraction and crema regardless of the grind, dose or tamp pressure.



The Dual Wall filters have DUAL WALL stamped on the underside of the filter.

**The Grind**

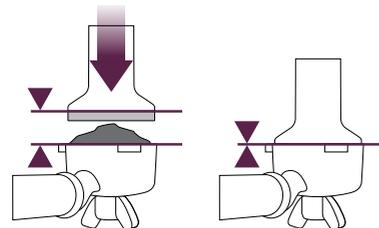
When grinding coffee beans, the grind size should be fine but not too fine. The grind size will affect the rate at which the water flows through the ground coffee in the filter basket and the taste of the espresso.

If the grind is too fine (looks like powder and feels like flour when rubbed between fingers), the water will not flow through the coffee when under pressure. The resulting espresso will be OVER EXTRACTED, dark in colour and bitter in flavour.

**Coffee Dose and Tamping**

- Wipe coffee basket with a dry cloth.
- If using Single Wall filter baskets, grind enough coffee to fill the coffee basket. You may need to experiment with the amount of coffee to achieve the correct dose.
- Tap the portafilter several times to distribute the coffee evenly in the filter basket.

- Tamp down firmly (using approx. 15-20kgs of pressure). It's important to apply consistent pressure every time.
- As a guide to dose, the top edge of the metal cap on the tamper should be level with the top of the filter basket AFTER the coffee has been tamped. This will minimise under or over dosing the coffee.

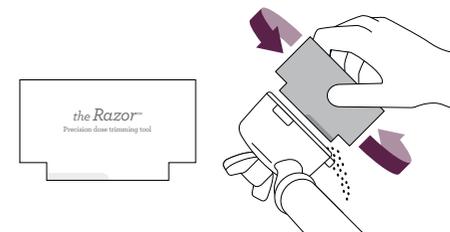


- Wipe excess coffee from the rim of the filter basket to ensure a proper seal in the group head is achieved.

**TRIMMING THE DOSE**

The Razor™ precision dose trimming tool allows you to trim the puck to the right level for a consistent extraction.

Dose the Portafilter with freshly ground coffee and tamp down with between 15-20kg of pressure.



Insert the Razor™ into the coffee basket until its shoulders rest on the rim of the filter basket. The blade of the dosing tool should penetrate the surface of the tamped coffee.

Rotate the Razor™ dosing tool back and forth while holding the portafilter on an angle over the knock box to trim off excess coffee.

Your coffee filter basket is now dosed with the correct amount of coffee.

**NOTE**

When using the 1 CUP Single Wall Filter basket, you may need to make the grind finer and also decrease the grind amount to ensure a correct dose and extraction.

**EXTRACTION GUIDE**

	GRIND	DOSE	TAMP	SHOT TIME
<b>OVER EXTRACTED</b> BITTER • ASTRINGENT	TOO FINE	TOO MUCH USE RAZOR TO TRIM	TOO HEAVY	OVER 40 SEC
<b>BALANCED</b>	OPTIMUM	8-10g (1 CUP) 15-18g (2 CUP)	30-40lbs (15-20kg)	25-35 SEC
<b>UNDER EXTRACTED</b> UNDERDEVELOPED • SOUR	TOO COARSE	TOO LITTLE INCREASE DOSE & USE RAZOR TO TRIM	TOO LIGHT	UNDER 20 SEC

**PURGING THE GROUP HEAD**

Before placing the portafilter into the group head, run a short flow of water through the group head, turning the Control Dial to the 'Espresso' position. This will purge any ground coffee residue from the group head and stabilise the temperature prior to extraction.

**INSERTING THE PORTAFILTER**

Place the portafilter underneath the group head so that the handle is aligned with the INSERT position. Insert the portafilter into the group head and rotate the handle towards the centre until resistance is felt.

**EXTRACTING ESPRESSO**

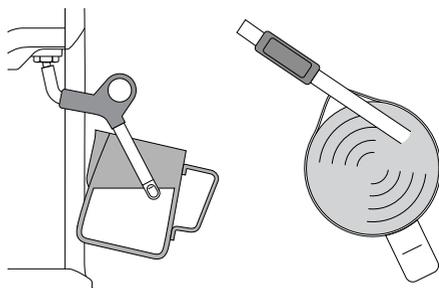
- Place pre-warmed cup(s) beneath the group head and turn the Control Dial to the 'Espresso' position until the required volume is reached.
- As a guide, the espresso should start to flow after 8-10 seconds (infusion time) and should be the consistency of pouring honey.
- If the espresso starts to flow before 6 seconds you have either under dosed the filter basket and/or the grind is too coarse. This is an UNDER EXTRACTED shot.
- If the espresso starts to drip but doesn't flow after 15 seconds, you have either over dosed the filter basket and/or the grind is too fine. This is an OVER EXTRACTED shot.
- A great espresso is about achieving the perfect balance between sweetness, acidity and bitterness.
- The flavour of your coffee will depend on many factors, such as the type of coffee beans, degree of roast, freshness, coarseness or fineness of the grind and dose of ground coffee.

- Experimenting by adjusting these factors just one at a time can help to achieve the taste of your preference.

**TEXTURING MILK**

There are two phases to texturing milk. The first is stretching the milk to aerate it and the second is swirling the milk to make it silky smooth. These two operations should blend into one.

- Always start with fresh cold milk.
- Fill the jug just below the V at the bottom of the spout.
- Position the steam tip over the drip tray and turn the Control Dial to STEAM position, purging any condensed water.
- Turn the Control Dial to 'Standby' position to pause the steam, insert steam wand tip into milk and turn dial to STEAM position.
- Insert the steam tip 1-2cm below the surface close to the right hand side of the jug at the 3 o'clock position.
- Keep the tip just under the surface until the milk is spinning clockwise, producing a vortex (whirlpool effect).



**BEAN FRESHNESS**

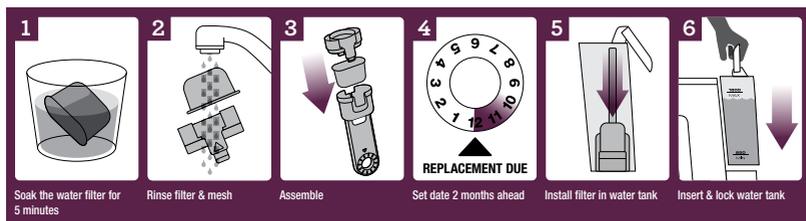
Sage recommends quality 100% Arabica beans with a 'Roasted On' date stamped on the bag, not a 'Best Before' or 'Use By' date.

Coffee beans are best consumed between 5-20 days after the 'Roasted On' date.

Store coffee beans in an airtight container. Vacuum seal if possible. Grind immediately before brewing as ground coffee quickly loses its flavour and aroma.

- With the milk spinning, slowly lower the jug. This will bring the steam tip to the surface of the milk and start to introduce air into the milk. You may have to gently break the surface of the milk with the tip to get the milk spinning fast enough.
- Keep the tip at or slightly below the surface, continuing to maintain the vortex. Texture the milk until sufficient volume is obtained.
- Lower the tip beneath the surface, but keep the vortex of milk spinning. The milk is at the correct temperature (60-65°C) when the jug is hot to touch.
- Turn the Control Dial to the 'Standby' position before taking the tip out of the milk.
- Set the jug to one side, turn steam on to purge out any residual milk from the steam wand and wipe steam wand with a damp cloth.
- Tap the jug on the bench to collapse any bubbles.
- Swirl the jug to polish and integrate the texture.
- Pour milk directly into the espresso.
- The key is to work quickly, before the milk begins to separate.

**INSTALLING/REPLACING THE FILTER IN THE WATER TANK**



The water filter provided helps to prevent scale build up which over time can affect the performance of your machine, potentially causing blockages and heating problems.

Replacing the water filter every two months will reduce the mineral build up in the machine.

If you live in a hard water area, we recommend you change the water filter more frequently.

**Replacing The Water Filter**

- Remove the filter from the plastic bag, and soak in a cup of water for 5 minutes.
- Rinse the filter under cold running water for 5 seconds.
- Wash the stainless steel mesh in the plastic filter compartment with water and assemble.
- Set the date dial 2 months ahead.
- To install, push down to lock into place.

The water filter can be removed from the water tank during operation if not required.

**PORTAFILTER CLEANING**

Periodically run water through the machine with the portafilter in place, but without any ground coffee, to rinse out any residual coffee particles.

**NOTE**

For replacement water filters contact Sage™ Customer Service on 0808 178 1650 | 0333 0142 970 or go to [sageappliances.co.uk](http://sageappliances.co.uk).

**MACHINE CLEANING**

After regular use, residual grinds and oil build up in the machine can affect coffee extraction. We recommend performing a cleaning cycle every 2-3 months using the cleaning tablet provided.

To perform a cleaning cycle:

1. Insert the silicon disk into the portafilter.
2. Place the cleaning tablet on the silicon disk (position in the centre).
3. Insert the portafilter into the group head and rotate to right to lock in position.
4. Ensure Power On/Off button is on.
5. Turn the dial to the 'Espresso' position for 20 seconds.
6. Turn the dial back to the 'Standby' position.
7. Repeat steps 5-6 three times or until the cleaning tablet is dissolved.

**DECALCIFYING**

After regular use, hard water can cause mineral build up in and on many of the internal components, reducing water flow, power of the machine, and affecting the quality of coffee.

We advise decalcifying the machine on a regular basis (every 2-3 months) using a mixture of white vinegar and water.

Use the following as a guide:

**SOLUTION FOR DECALCIFYING**

**Diluted Solution (for softer water).**

- 1 part white vinegar
- 2 parts cold tap water

**Concentrated Solution (for harder water)**

- 1 part white vinegar
- 1 part cold tap water

**NOTE**

If an alternative decalcifying agent is used, please follow the manufacturer's instructions specified.

**DECALCIFYING THE MACHINE**

- Ensure the Control Dial is in the 'Standby' position, the Power On/Off button is off and the machine is switched off at the power outlet and unplugged.
- Remove the filter holder and pour the mixture of white vinegar and water into the water tank.
- Plug the machine into the power outlet and switch on.
- Ensure Power On/Off button is on and the Control Dial is on the 'Standby' position
- Place a large container under both the Group Head and the Steam Wand.
- Set the Control Dial to the 'Espresso' position and let half the mixture of white vinegar and water run through the Group Head.
- Set the Control Dial to the 'Steam' position and allow the remaining liquid to run through the Steam Wand. When the liquid stops flowing, set the Control Dial back to the 'Standby' position.
- After decalcifying, remove the water tank and rinse thoroughly then re-fill with fresh cold water.
- To rinse the machine, run half the water through the Group Head and half through the Steam Wand.
- The machine is ready for use.

**CLEANING THE STEAM WAND**



**CLEANING FILTER BASKETS**

Should the fine holes in the filters become blocked follow the steps below:

1. Place the filter into the portafilter. Run water through the machine with the filter and portafilter, without any ground coffee, in place.
2. A pin can be used to clear the filter basket holes.
3. For a thorough clean of the filters, dissolve a cleaning tablet in hot water and soak filters overnight.

**CLEANING THE OUTER HOUSING / CUP WARMING PLATE**

The outer housing and cup warming plate can be cleaned with a soft, damp cloth. Then polish with a soft, dry cloth.

Do not use abrasive cleansers, pads or cloths which can scratch the surface.

**CLEANING THE DRIP TRAY**

The drip tray should be removed, emptied and cleaned at regular intervals.

Wash the drip tray with warm soapy water, using a non-abrasive washing liquid, rinse and dry thoroughly. The drip tray base and cover are dishwasher safe.

**CLEANING THE STORAGE TRAY**

The storage tray can be removed after the drip tray is removed then cleaned with a soft, damp cloth (do not use abrasive cleansers, pads or cloths which can scratch the surface).

**STORING YOUR MACHINE**

Before storing, press the POWER button to off, turn the Control Dial to 'Standby' and unplug.

Insert all accessories into position or into the storage tray.

Store upright. Do not place anything on top.

**! WARNING**

*Do not immerse power cord, power plug or appliance in water or any other liquid. The water tank should never be removed or completely emptied during decalcifying.*

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Coffee does not run through</b>	• Machine is not turned On	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed.
	• Water tank is empty	Refer to 'Filling The Water Tank', page 13.
	• The Control Dial not in 'Espresso' position	Turn the Control Dial to the 'Espresso' position
	• Coffee grind is too fine	Ensure you use a suitable espresso grind. Refer to 'The Grind', page 16.
	• Too much coffee in the filter basket	Refer to 'Coffee Dose and Tamping', page 17.
	• Coffee tamped too firmly	Refer to 'Coffee Dose and Tamping', page 17.
<b>Coffee runs out too quickly</b>	• The filter is blocked	Use a pin to clear the holes. Please refer to 'Cleaning Filter', page 22.
	• The coffee grind is too coarse	Ensure you use a suitable espresso grind. Refer to 'The Grind', page 16.
	• Not enough coffee in the filter	Refer to 'Coffee Dose and Tamping', page 17.
<b>Coffee is too cold</b>	• Coffee not tamped firmly enough	Refer to 'Coffee Dose and Tamping', page 17.
	• Cups not preheated	Preheat cups. Refer to 'Pre-heating Cup or Glass', page 16.
		When the base of the jug becomes too hot to touch this is when milk is heated at the correct temperature. Refer to 'Texturing Milk', page 18.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>No crema</b>	• Coffee is not tamped firmly enough	Refer to 'Coffee Dose and Tamping', page 17.
	• Coffee grind is too coarse	Ensure you use a suitable espresso grind. Refer to 'The Grind', page 16.
	• Ground coffee is not fresh	Change to freshly roasted beans. Refer to 'Bean Freshness', page 19.
	• Filter holes are blocked	Use the fine pin on the cleaning tool to clear the holes. Refer to 'Cleaning The Steam Wand' on page 22.
<b>Machine is making pulsing/pumping sound while extracting coffee or steaming milk</b>	• The machine is carrying out the normal operation of the 15 bar Italian pump	No action required as this is the normal operation of the machine.
<b>Coffee runs out around the edge of the portafilter</b>	• Portafilter is not inserted into the group head properly	Insert portafilter into the group head and align with 'LOCK' on the group head collar, until resistance is felt. Refer to 'Inserting The Portafilter', page 18.
	• There are coffee grounds around the filter basket rim	Clean any excess ground coffee from the rim of the filter basket to ensure a proper fit into the group head.
	• Too much ground coffee in the filter basket	Refer to 'Coffee Dose & Tamping', page 17.
	• Ground coffee has been tamped too firmly	Refer to 'Coffee Dose & Tamping', page 17.
	• Incorrect filter for amount of ground coffee used	Ensure you use the 1 CUP filter for 1 cup of coffee and the 2 CUP filter for 2 cups of coffee.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
<b>Coffee drips from the portafilter spouts</b>	• The water tank is empty or low	Refer to 'Filling The Water Tank', page 13
	• Coffee grind is too fine	Ensure you use a suitable espresso grind. Refer to 'The Grind', page 16.
	• Too much coffee in basket	Refer to 'Coffee Dose and Tamping', page 17.
	• Machine is blocked by mineral deposits	Decalcify the machine. Refer to 'Decalcifying', page 21.
<b>Machine is making a loud and continuous pumping noise</b>	• Water tank is empty	Refer to 'Filling The Water Tank', page 13.
	• Water tank is not securely in place	Refer to 'Filling The Water Tank', page 13.
<b>No steam is generated</b>	• Machine is not turned on	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed.
	• Water tank is empty	Refer to 'Filling the Water Tank', page 13.
	• Control Dial not in 'Steam' position	Turn the Control Dial to the 'Steam' position. Use the 'SELECT' button to toggle to 'Steam'.  Ensure the 'Steam' LED is illuminated for steam and the 'Hot Water' LED is illuminated for hot water.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
	<ul style="list-style-type: none"> <li>• Steam Wand is blocked</li> </ul>	Use the pin on the cleaning tool to clear the opening. If the steam wand continues to be blocked remove the tip of the steam wand using the spanner in the middle of the cleaning tool. Refer to 'Cleaning the Steam Wand', page 22.
<b>No hot water</b>	<ul style="list-style-type: none"> <li>• Empty tank</li> </ul>	Fill tank.
<b>Milk is not smooth after texturing</b>	<ul style="list-style-type: none"> <li>• Steam Wand is blocked</li> </ul>	Use the pin on the cleaning tool to clear the opening. If the steam wand continues to be blocked remove the tip of the steam wand using the spanner in the middle of the cleaning tool. Refer to 'Cleaning the Steam Wand', page 22.
	<ul style="list-style-type: none"> <li>• Not enough steam</li> </ul>	Steam wand may be blocked. Refer to 'Cleaning the Steam Wand', page 22.
	<ul style="list-style-type: none"> <li>• Milk is not cold enough</li> </ul>	Use cold fresh milk, refer to 'Texturing Milk', page 18.
<b>Machine is not working</b>		The safety thermal cut out may have activated due to the pump overheating. Turn the machine off and allow to cool for about 30-60 minutes.

## COFFEES TO TRY



### CAPPUCCINO

A single shot of espresso with textured milk, garnished with drinking chocolate.



### ESPRESSO

Intense and aromatic, it is also known as an espresso or short black and is served in a small cup or glass.



### LATTÉ

A latté consists of a single espresso with textured milk and approx. 10mm of foam.



### MACCHIATO

Traditionally served short, the macchiato is also poured as a long black with a dash of milk or a dollop of textured milk.



### LONG BLACK

Add hot water first, then a shot of espresso (single or double) so that crema is maintained.



### RISTRETTO

A ristretto is an extremely short espresso of approximately 15ml, distinguished by its intense flavour and aftertaste.