



**coffeeB**

**Globe**  
USER MANUAL

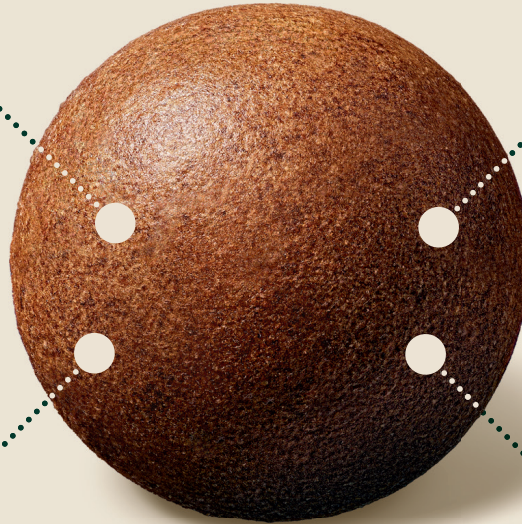
# The «No Capsule» System

**100%**  
GARDEN  
COMPOSTABLE

**0%**  
ALUMINIUM

**100%**  
PLEASURE

**0%**  
PLASTIC



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## Safety instructions

### General information

This manual is an integral part of your product.

- ▶ Please read this manual thoroughly before erection, installation and commissioning the machine, and keep it for future reference.
- ▶ Always hand this manual over to future owners or users of the product.

The manufacturer cannot be held responsible for damage or defects caused by disregarding this instruction manual.

- ▶ Only operate the machine with the appropriate coffee balls.

### Intended use

This machine may be used only as described in this manual. Using it for other purposes is abusive and dangerous.

This machine is intended for domestic use and in other similar areas, such as:

- in kitchens for use by employees
- in offices and other commercial areas
- in agricultural holdings
- in hotels, motels, boarding houses and similar residential type environments

The machine is not suitable for commercial use.

The machine is not designed for use outdoors.

The machine must not be used in a non-stationary location (e.g. on ships, in vehicles, in trains, etc.).

The manufacturer assumes no liability for consequences resulting from improper use.



## Requirements on the location

- ▶ Use the machine only in dry rooms.
- ▶ Do not use the machine inside a cupboard.
- ▶ Maintain a distance of 60 cm from the sink and 50 cm from an open flame (a mains water connection is not permitted).
- ▶ Ensure the machine and its power cable are not located next to hobs, gas cookers, naked flames or similar hot surfaces.
- ▶ Never place the machine on a hot surface.
- ▶ Place the machine on a dry, horizontal, stable and flat surface. The surface must be resistant to heat and liquids such as water, coffee, descaling fluid or the like.
- ▶ Do not place on marble surfaces or untreated / oiled woodwork (no liability in the event of non-removable coffee or descaler stains).

## Requirements for the target group

This machine can be used by children aged 8 years and above under supervision, if they have been given instruction concerning use of the appliance in a safe way and understand the hazards involved.

Cleaning and maintenance must not be carried out by children unless they are 8 years or older and are supervised.

The machine and its power cable must not be accessible to children under 8 years old.

Persons with limited physical, sensory or mental abilities, or lack of experience and knowledge, must be supervised or given instruction concerning use of the appliance in a safe way. They must have understood the dangers associated with its use.

Children must not play with the machine. The machine must be kept out of reach of

children.

### **Requirements for the user**

- ▶ Do not move the machine whilst it is in operation.
- ▶ Never operate the machine without water in the tank.
- ▶ Fill the water tank with fresh, cold water only. Do not use mineral water or carbonated water in the machine.
- ▶ Disconnect the plug from the power socket and empty the water tank if the machine is not to be used for a long period.
- ▶ Keep packaging materials (plastic bags, film, cardboard boxes, etc.) away from children.
- ▶ Before setting up the machine, check it for any visible damage. Never put a damaged machine into use.
- ▶ Before connecting the machine to the mains supply, make sure that the rating on the data plate corresponds to the

voltage and frequency of the household supply. These data must correspond in order to avoid the risk of damage to the machine. Consult a qualified electrician if in any doubt.

- ▶ The electrical safety of this machine can be guaranteed only when it is correctly earthed. If in any doubt, have the electrical installation tested by a qualified electrician.
- ▶ Do not connect the machine to the mains electricity supply by an extension lead or multiple socket.
- ▶ Use the machine only at ambient temperatures between +16°C and +38°C.
- ▶ Only use genuine original accessories and spare parts. Using accessories or spare parts from other manufacturers will invalidate the guarantee and product warranty liability.

### **Requirements for cleaning**

- ▶ Withdraw the power plug and allow the

machine to cool down completely before re-positioning it, cleaning it or carrying out maintenance work.

- ▶ Never immerse the machine completely or partially in water or any other liquid.
- ▶ Never hold the machine under running water.
- ▶ Use only clean cleaning materials to clean the machine.
- ▶ Do not use strong cleaning detergents or solvents.
- ▶ Do not use cleaning agents that dissolve coffee grease to clean the pipes in the machine.
- ▶ Use a soft, damp cloth to clean the surface of the machine.
- ▶ Only use cleaning and descaling agents recommended by the manufacturer. Avoid contact with eyes, skin and other surfaces.
- ▶ During the descaling cycle, keep the cover for the coffee ball slot closed.

## **Residual risks**

### **Risk of injury from electric shock**

- ▶ Ensure that the power supply cable is not pinched and does not rub against sharp edges.
- ▶ Never touch the power plug with wet hands.
- ▶ If you want to pull the plug from the power outlet, always pull directly on the plug. Never pull on the cable.
- ▶ Damaged power cables must be replaced immediately and only by the customer service centre.

### **Risk of injury from sharp edges and crushing**

- ▶ Close the operating lever before operating. Never open the operating lever when the machine is in operation (dispensing coffee, descaling).
- ▶ Do not put your fingers into the opening of the coffee ball slot. Parts of the ma-

chine can be pointed and sharp.

- ▶ Do not reach into the opening of the coffee ball slot when closing the operating lever.

### **Risk of injury from scalding**

Machine parts and coffee balls can be very hot during and after operation. Risk of burning and scalding at the outlets. The emerging liquids and the steam are very hot.

- ▶ Do not touch.
- ▶ Do not operate the operating lever until the dispensing or descaling process is completely finished.

### **Risk of injury from stumbling**

- ▶ Make sure that the power cable does not hang.

### **Risk of injury by touching live parts**

- ▶ Do not open the housing of the machine.
- ▶ Do not alter the electrical and mechani-

cal design.

### **Risk of injury due to damage to the machine**

- ▶ Do not use the machine after it has been dropped, if it is exhibiting a malfunction, has a damaged power cable or is damaged in any other way.
- ▶ Pull out the power plug immediately if malfunctions, damage or anomalies (e.g. smell of burning) occur.
- ▶ In the event of a malfunction, have the machine checked by the customer service centre.

### **Risk of damage to the machine due to overheating**

- ▶ Ensure there is adequate ventilation and exhaust extraction from the machine. Do not cover the machine with cloths or similar whilst it is in operation.

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### Help centre

[www.coffeeb.ch/helpcenter](http://www.coffeeb.ch/helpcenter)



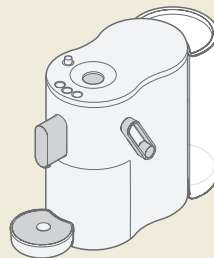
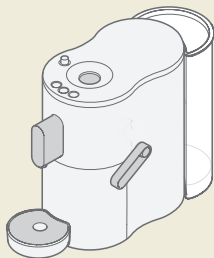
### Descaling

[www.coffeeb.ch/descaling](http://www.coffeeb.ch/descaling)

The coffee machine is supplied with the operating lever closed.

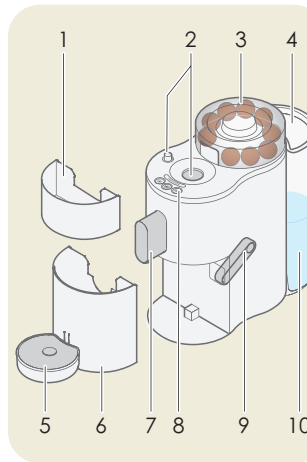
#### Operating level closed

#### Opening the operating lever



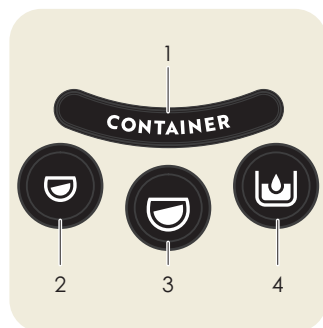
Subject to technical changes. The illustrations in this operating manual are stylised and do not show the original colours of the machine. Your machine may differ in colour.

## Overview



- 1 **Collection container (CONTAINER)** for coffee balls, removable
- 2 **Coffee ball slot cover**
- 3 **Coffee ball dispenser**
- 4 **Water tank cover**, removable
- 5 **Drip tray with drain grill**, removable, height adjustable
- 6 **Collection container (CONTAINER)** for residual water
- 7 **Output**
- 8 **Operating keys** functions (page 11)
- 9 **Operating lever** for loading the coffee balls
- 10 **Water tank** 1.3 litres

## Display and operating keys



### 1 “CONTAINER” display

Indicates whether the coffee ball collection container and the residual water need to be emptied.

Only goes out if the collection container has been removed from the machine for at least 8 seconds.

If the collection container is pulled out during a running process, the process stops immediately.

The process continues when the collection container is properly reinserted.

### 2 Espresso key

Medium cup (40 ml), programmable

### 3 Lungo key

Large cup (110 ml), programmable

### 4 Cleaning key

Flushes out piping.

## Key illumination

### All keys

Light up: The machine is now ready for use.

Do not light up: The coffee machine is in energy-saving mode. Press any key or gently close the operating lever.

### Coffee key

**Lights up:** Brewing.

**Flashing:** Warm-up, programming of coffee quantity in progress.

**Lungo key ☕ and cleaning key 🧼 flash:** Steaming out in progress.

### Cleaning key 🧼

**Lights up blue:** Lack of water.

**Flashes red** during preparation: Descal the machine.

**Lights up red:** Electronic or temperature error.

**Flashes purple:** Descaling in progress.

**Lights up purple:** Indicates water tank change during descaling.

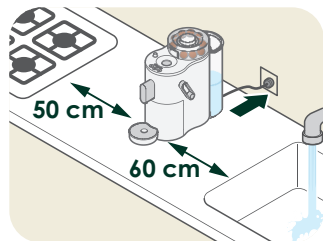
**Flashes purple/red:** Descaling stopped due to power interruption. Flush machine.

### “CONTAINER” display

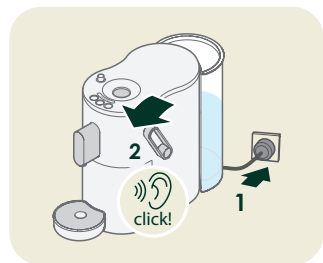
**Lights up orange:** up to 9 coffee balls / approx. 0.4 l water in the collection container Coffee ball and residual water.

- ▶ Remove the collection container from the coffee machine for at least 8 seconds, empty it and dispose of the coffee balls.

## Starting up



- ▶ Place the coffee machine on a dry surface that is water-proof and heat-proof.
- ▶ Do not place the coffee machine directly on marble or wood (risk of coffee or descaler stains).
- ▶ Maintain a distance of 60 cm from the sink and 50 cm from an open flame.



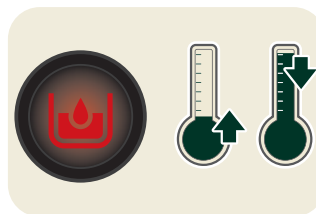
- ▶ Clean the water tank and fill with cold water.
- ▶ Insert power plug in an earthed socket.

All keys light up for 1 second.

If the control lever is not yet pressed down:

- ▶ Press the operating lever down to close the brewing unit.

Flush the pipes at least 2 times (page 13).

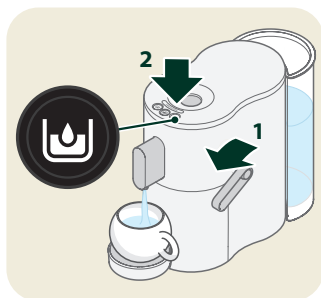



If the temperature of the coffee machine is below 5 °C or very high, the machine cannot be started and the cleaning key lights up red.

- ▶ Allow the coffee machine to warm up for 30 minutes at room temperature, or
- ▶ Allow the coffee machine to cool down.




## Flush out piping



- ▶ Place a cup under the spout.
- ▶ Gently press the control lever down.
- ▶ Press the cleaning key .


The flushing process starts.  
50 ml of water is used per flushing cycle.

On completion of the flushing process the machine will switch to ready mode.

- ▶ Repeat the procedure before initial operation.
- ▶ To interrupt the rinsing process, press the cleaning key  again.

To maintain the machine's functionality, rinse the machine after 10 coffee pours.

If the flushing process does not start:

- ▶ Remove the water tank and re-insert.
- ▶ Press the cleaning key .

The rinsing water coming out of the coffee machine is slightly cloudy. This is process-related, there is no need for action.

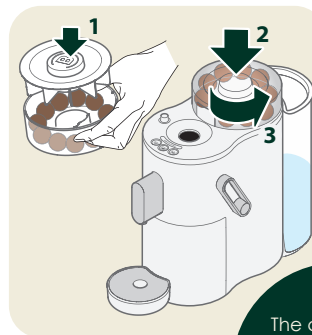
## Coffee ball dispenser



The coffee balls can be stored in and dispensed from the coffee ball dispenser on the machine.

- ▶ **Clean the dispenser with rinsing water before first use and dry.**

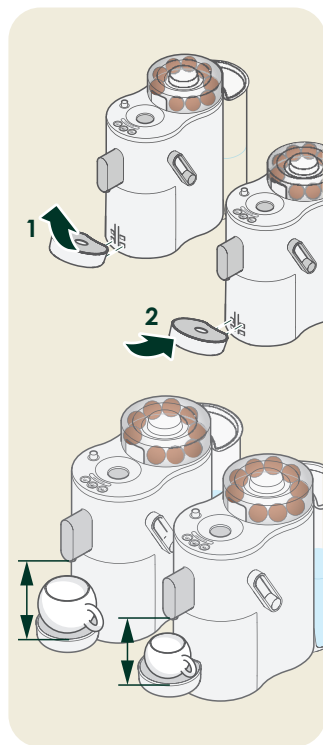
- ▶ Open the dispenser cover.
- ▶ Hold the dispenser with the opening facing upwards at a slight angle, covering the opening with your finger.
- ▶ Fill the dispenser with up to 9 coffee balls.



- ▶ Close the dispenser cover.
- ▶ Place the dispenser on the coffee machine and align it so that the opening is facing the coffee ball slot.
- ▶ Turn the dispenser so the coffee ball rolls out.

The coffee ball can also be inserted by hand (without dispenser)

## Coffee preparation



One coffee ball is required for each cup of coffee.

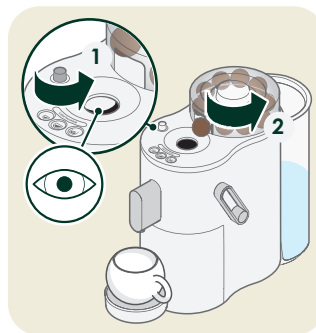
- ▶ After long pauses, flush out the pipings.

Depending on the size of the cup, adjust the drip tray:

- ▶ Pull the drip tray upwards and remove.
- ▶ Reinsert the drip tray.

The closer the cup is to the outlet, the better the Crema.

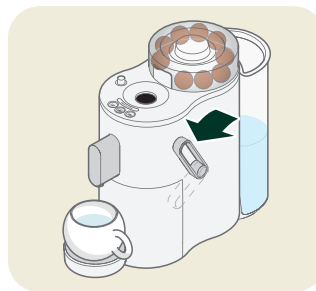
Tip: Preheat the cup and the coffee machine - to do this, press the cleaning key to rinse the coffee machine.



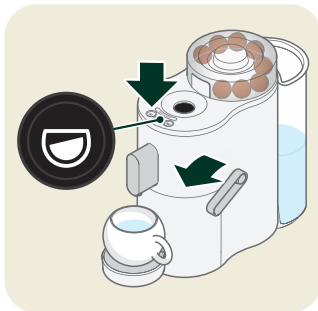
## Adding coffee balls

- ▶ Place the cup under the spout.
- ▶ Turn the knob to open the cover for the coffee ball slot.
- ▶ Turn the dispenser lid to drop a coffee ball into the slot or insert a coffee ball by hand.

The cover for the coffee ball slot can remain open while coffee is being dispensed.



- ▶ Gently press the control lever down.



## Coffee output

► Press the coffee key:

- ☉ Espresso:  
medium cup (40 ml)
- ☉ Lungo:  
large cup (110 ml)

The coffee machine heats up.  
The coffee ball is washed with hot water for 10 seconds and pierced.

The brewing process starts.

After the coffee has been prepared, the operating lever automatically moves upwards and the coffee ball falls into the collection container.

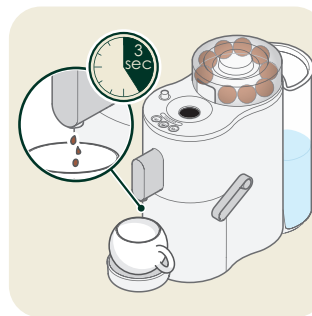
- Do not open the control lever manually during use!
- Do not remove the collection container until the brewing chamber has been opened.

Balls with cracks may be used.

DO NOT use broken and brewed balls!

Coffee balls that have not been pierced or that are dry can be used again.

## Brewing process and preinfusion function



The preinfusion function gives your coffee more aroma.

For quantities up to 80 ml, a small amount of coffee is dispensed first.

The preinfusion function starts and the output stops for 3 seconds.

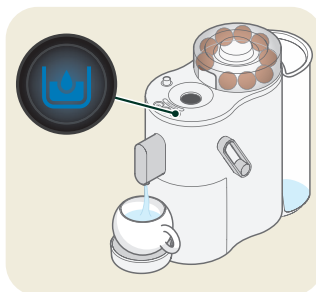
The output then continues.

Output stops automatically or press the key again to stop earlier.

The preinfusion function depends on the output quantity and is not associated with the individual keys.

When the keys (page 16) are programmed, the preinfusion function remains unchanged for output quantities up to 80 ml. For output quantities over 80 ml, the preinfusion function is not carried out.

## Low water indicator



If the water tank is empty, the cleaning key lights up blue.

- ▶ Fill the water tank with fresh water and press the cleaning key.

The machine dispenses the remaining amount of drink.

If there is no interaction within 5 minutes, the coffee ball is discarded.

## “CONTAINER” display

Remove the drip tray from the machine for at least 8 seconds so that the “CONTAINER” indicator resets.

**Attention:**  
Wetting the coffee balls creates additional residual water.

After approx. 9 pours, the “CONTAINER” indicator lights up orange when the drip tray is full.

- ▶ Lift the coffee ball and residual water collection container slightly and pull it forwards.
- ▶ Empty the collection container.
- ▶ Replace the collection container.

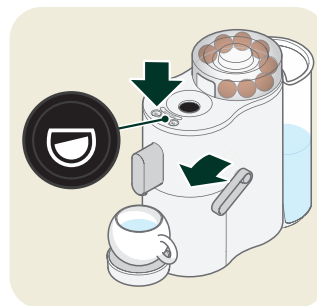
## Programming the coffee quantity

The output quantities can be adjusted for each coffee key.

The default settings are:

- ☉ Espresso: 40 ml
- ☉ Lungo: 110 ml

The programmable output quantity is 25 – 200 ml.



- ▶ Place the cup under the spout.
- ▶ Check the level of the water tank. Fill with water, if required.
- ▶ Add coffee balls and gently close the operating lever.
- ▶ Hold down the key to be programmed (e.g. Espresso ☉) for at least 3 seconds, until it flashes rapidly three times.

- ▶ Release the key.

Coffee output starts.

- ▶ When your cup is full enough: Press the key to be programmed (e.g. espresso ☉) again.

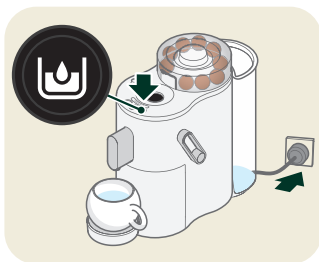
Coffee output stops. All keys light up.


The new programmable quantity setting is applied.


If the water tank empties during programming:

- ▶ Repeat the programming with a full water tank.

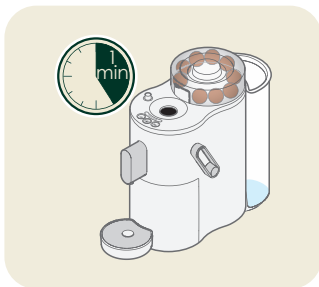
## Programming reset




- ▶ Pull out the mains plug for at least 10 seconds.
- ▶ Hold down the cleaning key  and re-insert power plug.
- ▶ Release the key.

The cleaning key  flashes rapidly three times. The default settings are restored.

## Energy-saving mode



When the coffee machine is not used for 1 minute or the cleaning key  is pressed for 3 seconds, the coffee machine switches to energy-saving mode.


The key illumination goes out.

- ▶ Press any key or close the operating lever to end energy-saving operation.

## Descaling

When preparing coffee, deposits of water as well as coffee oils and fats are left behind in the piping of the coffee machine. These residues have a negative effect on the coffee taste. Regular descaling of the machine can remove these residues.

Coffee machines which are calcified invalidates the warranty.

After 40 l of drinks, the cleaning key  flashes red during dispensing.

- ▶ Descale the machine thoroughly.

The descaling process is divided into 3 stages:

### Getting ready

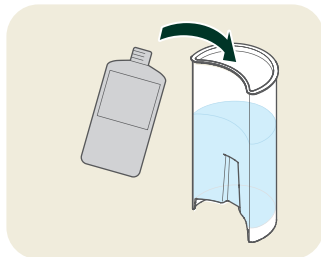
**Descal** (espresso key  lights up, cleaning key  flashes),

**Rinse** (lungo key  lights up, cleaning key  flashes).

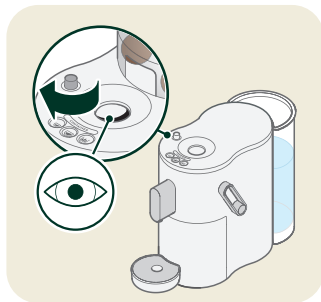
**Attention!** Only use descalers for coffee machines.

Do not use vinegar or degreasing agents, they will damage the coffee maker.

## Descaling - Preparation





- ▶ Use descaler (0.5 l mixture) according to the manufacturer's instructions and fill the water tank.



- ▶ Remove the coffee ball dispenser.
- ▶ Close the coffee ball slot cover and keep it closed during the entire descaling process.



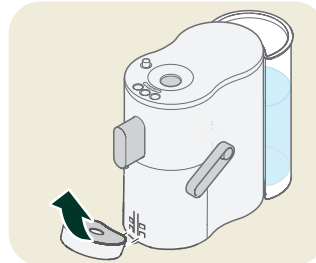
- ▶ Press the control lever down.
- ▶ Press and hold the cleaning key  and the lungo key  simultaneously for at least 3 seconds.

## Descaling - Descaling

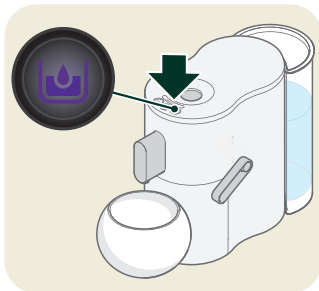



"CONTAINER" indicator flashes.


- ▶ Remove the collection container from the coffee machine for at least 8 seconds, empty it and dispose of the coffee balls.
- ▶ Replace the collection container.

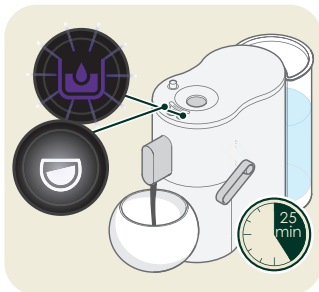




- ▶ Pull the drip tray upwards and remove.



The cleaning key  lights up purple.

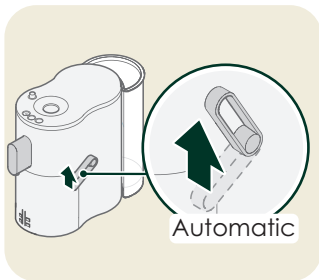
- ▶ Place a large bowl (min. 1.0 l) under the spout.
- ▶ Press the cleaning key .



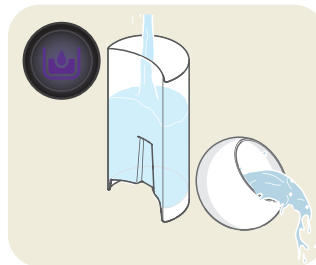
The cleaning key  flashes purple and the espresso key  lights up, the descaling process starts.


This process takes approximately 25 minutes.

- ▶ Do not open the operating lever during the descaling process!



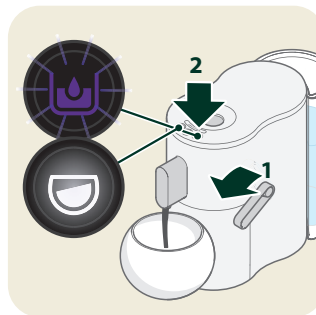
The operating lever automatically moves upwards as soon as the descaling process is completed.



The cleaning key  lights up purple.



- ▶ Rinse the water tank, fill with at least 0.5 l of water and replace.
- ▶ Empty the descaler fluid bowl and place it under the output.

## Descaling - Rinsing




- ▶ Press the control lever down.

- ▶ Press the cleaning key .

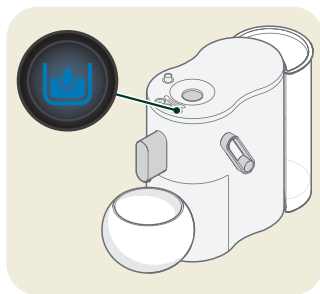
The flushing process starts, the lungo key  lights up and the cleaning key  flashes purple.





The rinsing process takes approx. 3 minutes to complete:

- the operating lever automatically moves upwards,
- the cleaning key  light goes out,
- the "CONTAINER" indicator flashes.

- ▶ Remove the collection container from the coffee machine for at least 8 seconds and empty it.
- ▶ Replace the collection container.



The cleaning key  lights up blue.


- ▶ Fill water tank and insert.
- ▶ Press the cleaning key .

All keys light up.

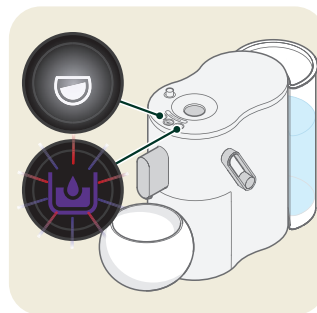
The machine is now ready for use.

## Power failure or too little descaling agent or rinsing water

The descaling process must be repeated depending on the descaling progress.

If too little liquid has flowed through the machine for descaling or rinsing, or after a power failure during the descaling process, the cleaning key  flashes purple/red.

Depending on the descaling progress, the espresso or lungo key lights up:



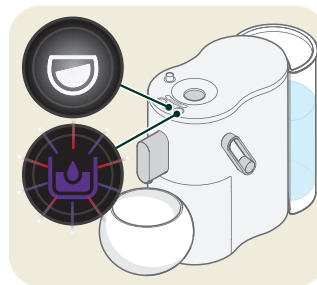
**A)** Power failure during descaling



(espresso key  lights up, cleaning key  flashes):

- ▶ Restart the process from **Descal** (page 18).

**Attention:** Pour descaler (0.5 l mixture) into the water tank again.

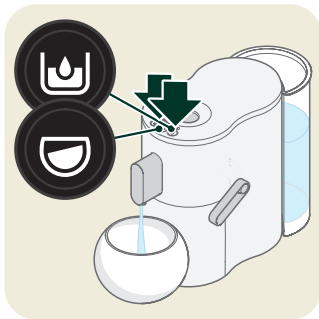
or



**B)** Power failure during rinsing (lungo key  lights up, cleaning key  flashes):



- ▶ Restart the process from **Rinse** (page 19).
- ▶ Attention: Pour water (0.5 l) into the water tank again.





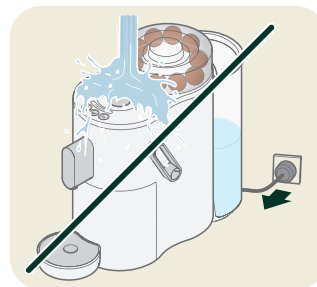
### Cancel descaling

Interrupt the descaling process only if **no descaling fluid** has been used. Otherwise, rinse the unit with 0.5 l of water.

- ▶ Press and hold the cleaning key  and the lungo key  simultaneously for at least 3 seconds.
- ▶ Empty the collection container.

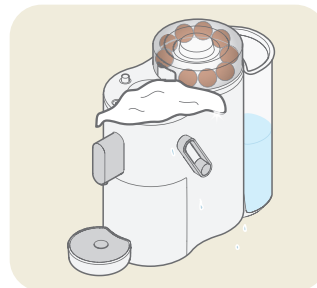
The descaling process cannot be interrupted by unplugging and plugging in the mains cable.

### Cleaning the machine



**Caution!** Always pull out the power plug first before cleaning!

**Attention!** Never immerse the coffee machine in water! Never wash under running water!



- ▶ Clean the coffee machine and the spout with a damp cloth.
- ▶ Do not rub dry or use abrasive cleaning aids.
- ▶ Do **not use cleaning agents that dissolve coffee grease** to clean the pipes in the machine. This destroys the machine.

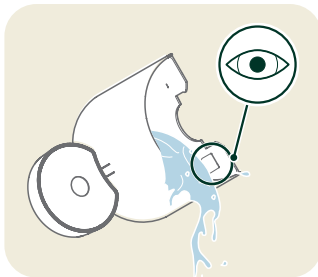
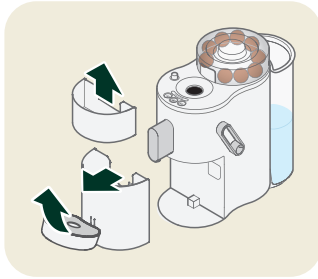
### Empty drip tray, collection container and water tank

The coffee ball and residual water collection containers can hold up to 9 coffee balls and approx. 0.4 l of residual water (corresponds to approx. 9 pours).

- ▶ Empty and clean the coffee ball collection container regularly to prevent mould.

The machine components and the coffee ball dispenser are not dishwasher safe!

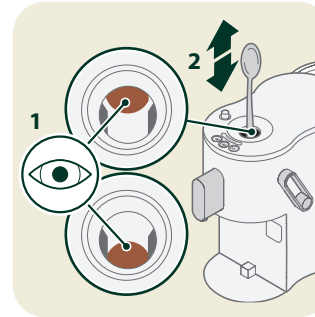
Remove the drip tray from the machine for at least 8 seconds so that the "CONTAINER" indicator resets.



Always empty the collection container, drain grill and drip tray when removed from the unit. Otherwise there is a risk of them overflowing and dirtying the machine.

- ▶ Pull the coffee ball and residual water collection container forwards.
- ▶ Swivel the drip tray slightly upwards and pull it forwards, remove the drip grille and clean both.
- ▶ Pull the collection container upwards.
- ▶ Empty and clean the collection container.
- ▶ Re-insert the collection container, drip tray and the drain grille into the coffee machine in reverse order.
- ▶ Empty the water tank and clean it.

## Removing the coffee ball from coffee ball slot



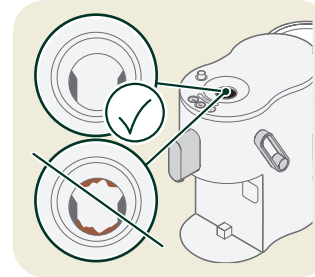
### Front - coffee spout side

- ▶ Pull out the power plug.
- ▶ Gently press the coffee ball down with your finger.

### Rear - water tank side

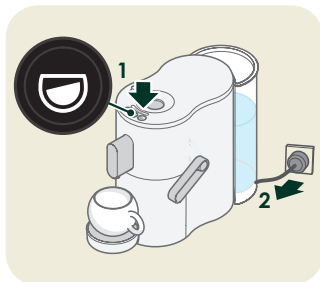
- ▶ Rinse the coffee machine once or twice.

If the coffee ball has not been removed:





- ▶ Pull out the power plug.
- ▶ Remove the collection container from the coffee machine.
- ▶ Carefully remove the coffee ball with your finger or the handle of a spoon.
- ▶ Remove the coffee ball completely from the brewing chamber.
- ▶ Replace the collection container.
- ▶ Rinse the coffee machine.

## Transport / storage

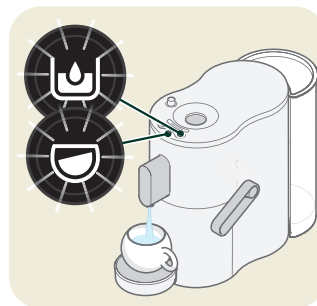


During transport and storage, no water must be present in the coffee machine.

- ▶ Pull out the power plug.
- ▶ Empty the water tank and replace it.
- ▶ Place the cup under the spout.
- ▶ Press the control lever down.
- ▶ Hold down the Lungokey  and re-insert power plug.
- ▶ Release the Lungo key  after approx. 2 seconds.



“CONTAINER” indicator flashes.

- ▶ Remove the collection container from the coffee machine for at least 8 seconds, empty it and dispose of all the coffee balls.
- ▶ Replace the collection container.

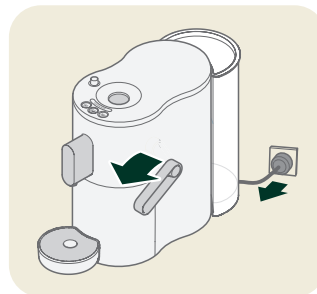


Lungo key  lights up.

- ▶ Press the Lungo key  again.

The cleaning key  and the lungo key  flash, the pump noise is audible. The residual water is pumped out of the coffee machine.

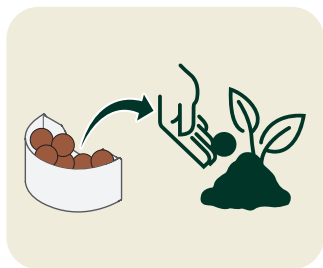
As soon as the pump stops, the keys go out, the operation lever opens and emptying is complete.



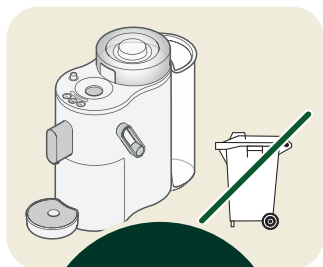
- ▶ Pull out the power plug.
- ▶ Close the operating lever.
- ▶ Allow the coffee machine to cool down.

- ▶ Store the coffee machine in the original packaging in a dry, dust-free place, out of reach of children.
- ▶ Flush out the machine and piping before using again.

## Disposal



- ▶ Used coffee balls can be composted in the garden.



Worn-out machines can be returned to your dealer for professional disposal free of charge.

- ▶ Dispose of worn-out machines according to the regulations in your country.
- ▶ Machines can be returned to your dealer for professional disposal free of charge.
- ▶ The option to return machines for free is not limited to new purchases.
- ▶ Immediately take machines with dangerous defects to the service centre or dispose of them and ensure that they can no longer be used.
- ▶ Do not dispose of machines with household waste (environmental protection!).

## Technical data

Parameter	Value
Rated voltage	230 V, 50 Hz
Rated power	1450 W
Energy-saving mode	≤ 0.2 W
Dimensions (mm) (W × H × D)	153 x 267 x 373
Weight	3.48 kg
Water tank capacity	1.3 liter

2-year warranty

## Troubleshooting

If this troubleshooting guide does not help you solve your problem, please contact your nearest service centre.

The machine may be repaired only by an authorised service centre.

No liability will be accepted for any damage due to unprofessional repairs and use of non-original spare parts, which may endanger the user and will render the guarantee null and void.

**Caution!** Immediately disconnect the power supply to a machine that is faulty or defective, or if you suspect damage after it has been dropped.

### Troubleshooting

After starting the dispensing process, coffee is not dispensed for a given period of time

Coffee output is interrupted

Slightly increased resistance when closing the operating lever

### Remedial action

The machine first heats up, washes the hot coffee ball with hot water before dispensing coffee. This can take up to 40 seconds.

The preinfusion function interrupts the coffee output (page 15).

Used coffee ball stuck in the compartment.

► Open the control lever and gently press it down again.

If the problem persists and the coffee ball is still stuck in the shaft:

► Rinse the coffee machine twice (page 13).

► Remove the coffee ball by hand or using a spoon.

► Remove coffee powder with a brush if necessary.

## Troubleshooting

Not working

### Remedial action

The operating lever is not fully closed.

- ▶ Close the operating lever as far as the stop.

The mains plug is not plugged in.

- ▶ Insert the power plug.

The collection container is not fully inserted.

- ▶ Insert the collection container completely into the machine.

The keys are blocked.

- ▶ Pull out the power plug and reinsert after 10 seconds.

## Troubleshooting

The coffee ball is stuck in the coffee ball slot

### Remedial action

#### Front - coffee spout side:

- ▶ Pull out the power plug.
- ▶ Gently push the coffee ball down with your finger.

#### Rear - water tank side:

- ▶ Rinse the coffee machine once or twice.

If the coffee ball has not been removed:

- ▶ Pull out the power plug.
- ▶ Remove the collection container from the coffee machine.
- ▶ Carefully remove the coffee ball with your finger or the handle of a spoon.
- ▶ Remove the coffee ball completely from the brewing chamber.
- ▶ Replace the collection container.
- ▶ Rinse the coffee machine.
- ▶ Remove coffee powder with a brush if necessary.

## Troubleshooting

Pump sounds very loud

## Remedial action

Water tank is empty.

- ▶ Fill water tank and insert.
- ▶ Flush out pipings (page 13).

Cup filling not as programmed

The programming is changed.

- ▶ Repeat programming (page 16).

Water tank is empty.

- ▶ Fill water tank and insert.

The coffee machine is scaled up.

- ▶ Descale the machine (page 17).

The coffee runs into the drip tray

The spout is blocked.

- ▶ Allow the coffee machine to cool down.
- ▶ Clean the spout with a toothpick.

Take care if the coffee machine is hot: risk of scalding!

Coffee tastes sour

Insufficient rinsing after descaling.

- ▶ Flush out pipings (page 13).

## Troubleshooting

No water sucked in after tank was empty

## Remedial action

- ▶ Replace the water tank.
- ▶ Flush the pipes (page 13).
- ▶ Try again without a coffee ball after 30 minutes.
- ▶ If water is sucked in: Descale the machine (page 17).
- ▶ If still no water sucked: contact service centre.

Long Espresso output time

The coffee ball is wetted with water for at least 10 seconds before brewing to give it the necessary flexibility. The preinfusion function extends the coffee output time for full aroma.

Cleaning key lights up red

- ▶ Wait 30 minutes.
- If the problem persists:
- ▶ Contact the service centre.

### Troubleshooting

The brewing, cleaning or descaling process cannot be started

### Remedial action

- ▶ Remove the collection container from the machine for at least 8 seconds and empty it.
- ▶ Re-insert the collection container.
- ▶ Press the control lever down.

### Troubleshooting

No / too little coffee dispensed

### Remedial action

- Water tank is empty.
- ▶ Fill water tank and insert.
- The coffee ball is defective.
- ▶ Use a new coffee ball.
  - ▶ Push the operating lever down as far as the stop.
- The operating level is not fully closed.
- ▶ Push the operating lever down as far as the stop.
- The coffee machine is scaled up.
- ▶ Descal the machine (page 17).
- The water from the softening system was used (extends cycle time).
- ▶ Monitor/adjust softening device or use water before it passes through the device.



## Troubleshooting

No / too little coffee dispensed

## Remedial action

The pump is defective.

- ▶ Contact the service centre.
- ▶ Clean the sealing point and sealing surface in the brewing unit with your finger to remove any coffee residue.

The spout is blocked.

- ▶ Allow the coffee machine to cool down.
- ▶ Clean the spout with a toothpick.

Take care if the coffee machine is hot: risk of scalding!

Mould formation in the coffee ball collection container

Insufficient care of the collection container.

- ▶ Empty and clean the collection container regularly (page 21).

## Troubleshooting

A coffee ball is stuck in the machine

## Remedial action

- ▶ Press the control lever down and start the coffee brewing process.
- ▶ As soon as coffee is dispensed, cancel the dispensing process by pressing the coffee key again.

If the coffee ball has not been discarded:

- ▶ Carefully scrape the coffee ball out of the machine with your finger and/or a spoon.
- ▶ Flush out pipings (page 13).

Two balls are stuck in the machine:

- ▶ Push the balls down with your finger and remove them.

Water on the kitchen countertop

The collection container was not emptied when removed from the machine and overflowed.

- ▶ Empty the collection container.

### Troubleshooting

The control lever does not move up automatically after the brewing process

### Remedial action

- ▶ Pull the control lever up by hand.

**Attention!** Do not move the control lever upwards during brewing, rinsing or descaling.

Incorrect coffee ball in the brewing chamber

- ▶ Push the coffee ball down with your finger.

▶ Remove the coffee ball.  
If the coffee ball has not become wet, it can still be used.

The coffee ball dispenser is difficult to turn

- ▶ Clean the coffee ball dispenser with rinsing water and dry before first use.

The coffee machine makes a humming noise during the brewing process

This noise is caused by solenoid valves in the machine. This is due to technical reasons and is not a cause for concern.

### Troubleshooting

The coffee machine drips at the beginning of the brewing process

### Remedial action

Before starting the brewing process, the coffee ball is wetted with water. Depending on the operating status, the coffee machine drips before dispensing the coffee. This is system-related and has no negative effect on the coffee quality.

The rinsing water is milky when it comes out of the coffee machine

The Crema valve in the coffee machine produces small air bubbles during the brewing process. If the rinsing water runs through the Crema valve during the rinsing process, small bubbles are also produced in the rinsing water. These cause the outflowing rinsing water to look milky.

The water becomes completely clear again after a short time, as soon as all the bubbles have escaped.



**Let's roll!**