

 **Saeco**

**Xelsis**   
SUPREMA  
& DELUXE

*Rispetto per il Caffè*





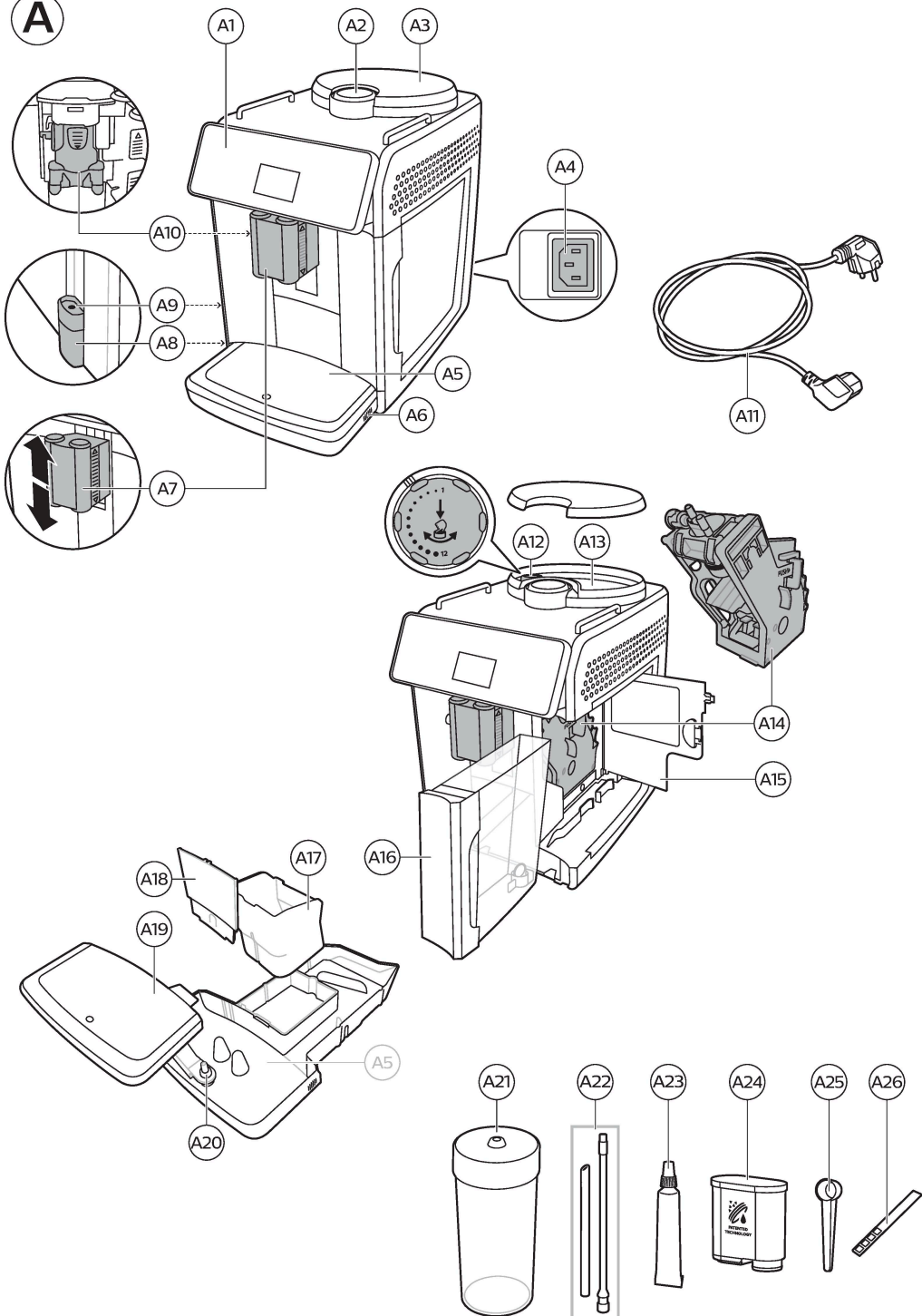
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*Rispetto per il Caffè*

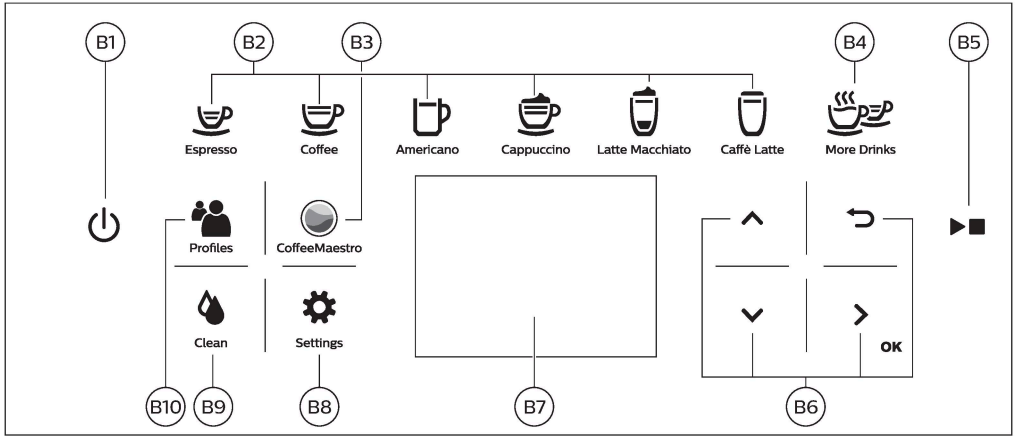
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Уважение к кофе



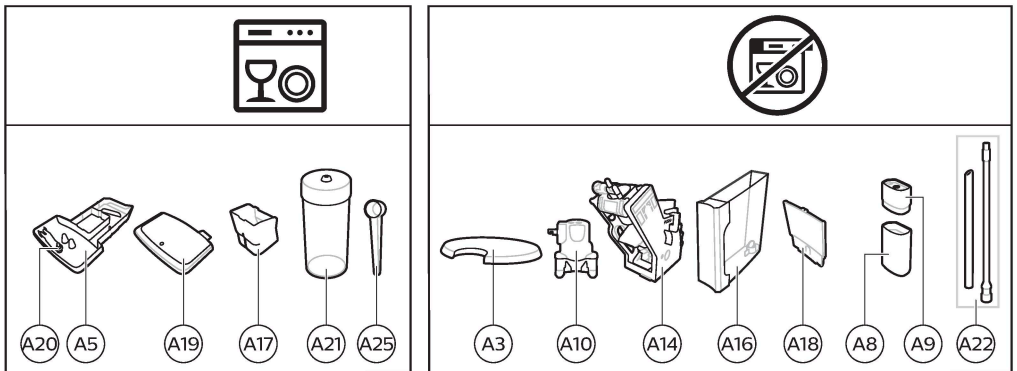
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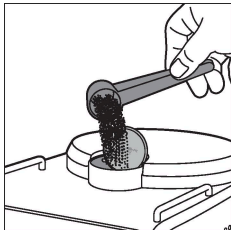
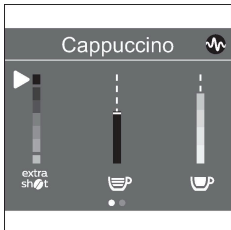
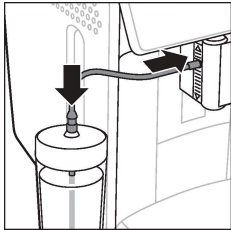
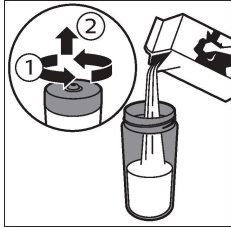
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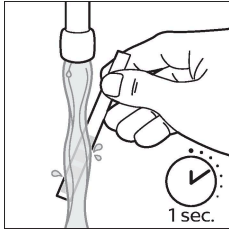
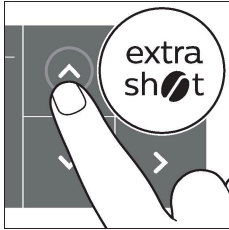
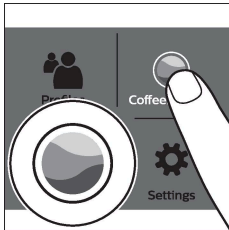
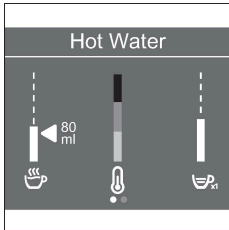
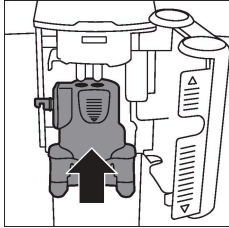
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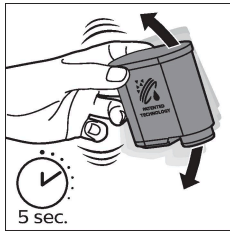
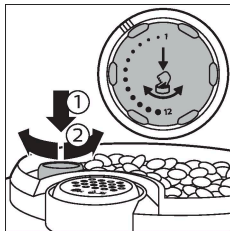
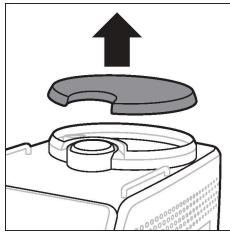
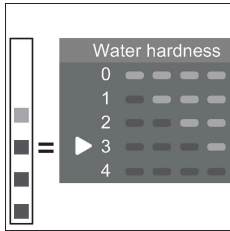
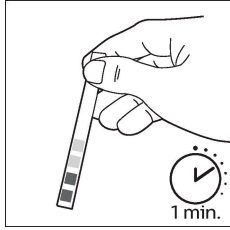


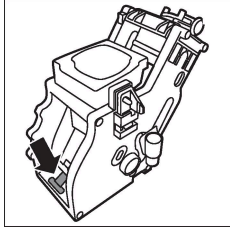
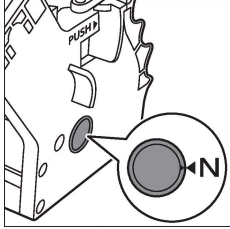
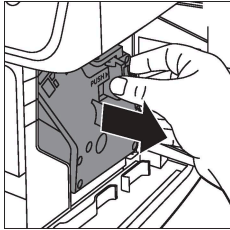
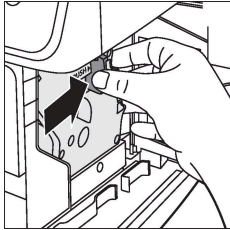
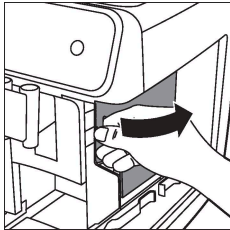
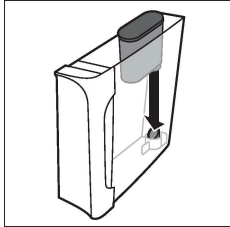
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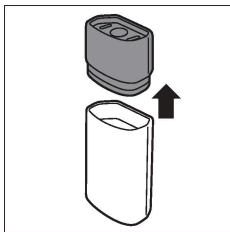
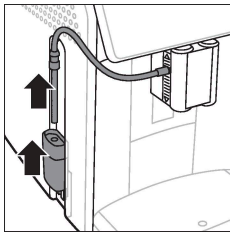
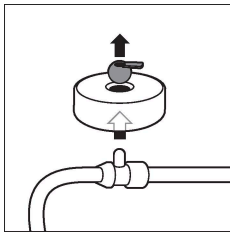
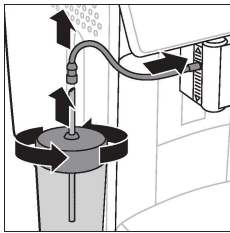
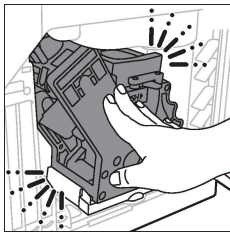
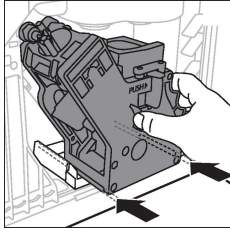


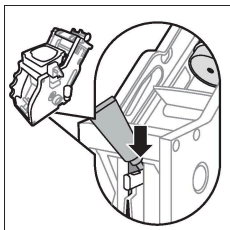
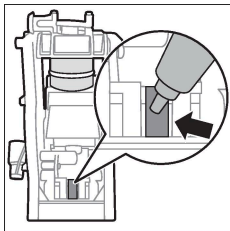
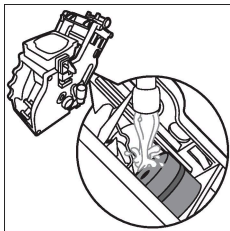
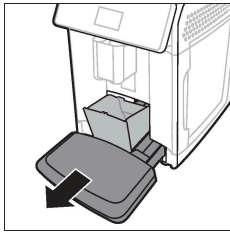
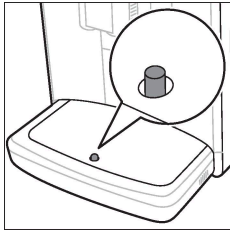
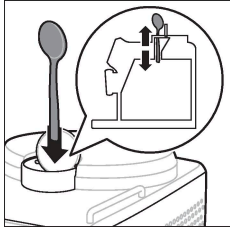


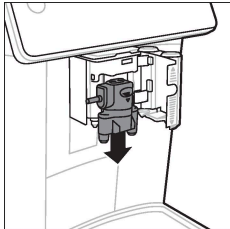
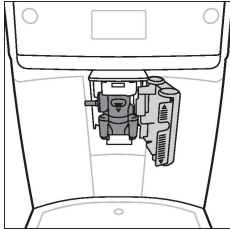
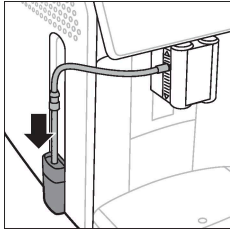
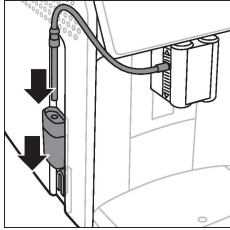
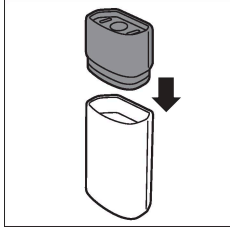
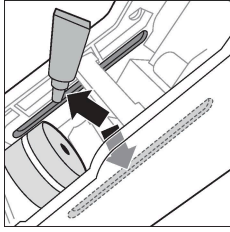


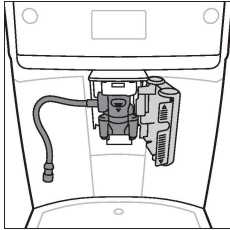
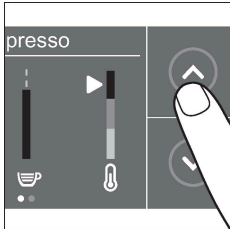
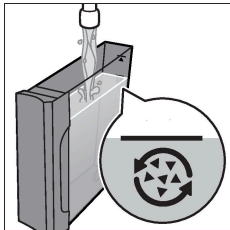
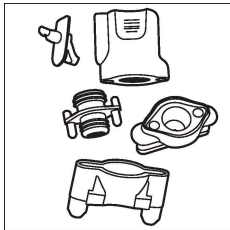
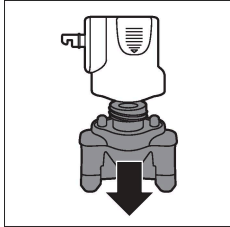












# Machine overview (Fig. A)

A1 Control panel	A10 Internal cappuccinatore
A2 Lid of pre-ground coffee compartment	A11 Mains cord with plug
A3 Lid of bean hopper	A12 Grind setting knob
A4 Socket for cord	A13 Bean hopper
A5 Drip tray	A14 Brew group
A6 Drip tray release grip	A15 Service door
A7 Adjustable coffee and milk dispensing spout	A16 Water tank
A8 HygieSteam container	A17 Coffee grounds container
A9 HygieSteam cover with milk tube holder	A18 Front panel of coffee grounds container
	A19 Drip tray cover
	A20 'Drip tray full' indicator

## Accessories

A21 Milk container	A25 AquaClean filter
A22 Milk tube	A26 Measuring spoon
A23 Cleaning brush	A27 Water hardness test strip
A24 Grease tube	

## Control panel

There are two versions of this espresso machine. Their control panels look different, but all buttons and icons work in the same way. Refer to figure B for an overview of all buttons and icons. Below you find the description.

Use the up and down arrows to scroll through the display and tap the OK icon to select or confirm your choices.

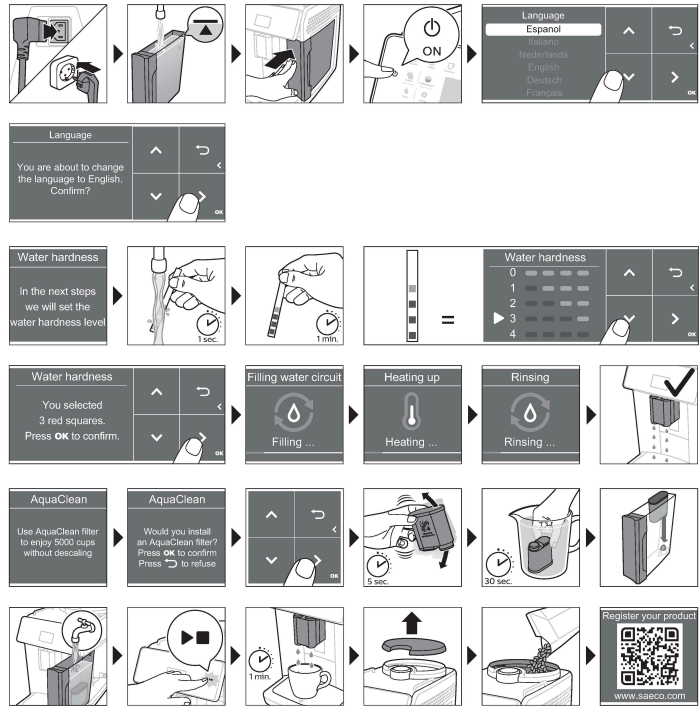
B1 On/off button	B7 Display
B2 One-touch drink icons	B8 Machine settings
B3 CoffeeMaestro icon	B9 Cleaning menu
B4 Menu with more drinks	B10 Personal profiles
B5 Start/stop ►■ button	
B6 Navigation icons (up, down, back, ok)	

## Introduction

Congratulations on your purchase of a Saeco full-automatic coffee machine! To fully benefit from the online support that Saeco offers, go to [www.saeco.com/MyCoffeeMachine](http://www.saeco.com/MyCoffeeMachine) and register your product.

Note: This machine has been tested with coffee. Although it has been carefully cleaned, there may be some coffee residues left. We guarantee, however, that the machine is absolutely new.

# Before first use



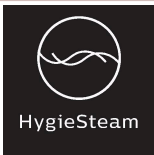
# Special functions

## Special function

## Purpose



With CoffeeMaestro you can personalize your coffee by selecting a pre-set taste profile (Delicato, Intenso, Forte) for your beverage instead of changing the settings yourself.



HygieSteam function automatically cleans the milk system, removing microorganisms: use it after brewing cappuccino or other milk-based drinks.



Our durable grinder is made from 100% ceramic to be exceptionally hard and precise. It can be adjusted to your taste with 12-step levels.

## Brewing drinks

### General steps

- 1 Fill the water tank with tap water and fill the bean hopper with coffee beans.
- 2 Insert the small plug into the socket located on the back of the machine. Insert the mains plug into the wall socket.
- 3 Press the on/off button to switch on the machine.
  - The machine starts heating up and performs the automatic rinsing cycle.
  - When all lights in the drink icons light up continuously, the machine is ready for use.
- 4 Place a cup under the coffee dispensing spout. Slide the coffee dispensing spout up or down to adjust its height to the size of the cup or glass you are [using](#).

### Brewing coffee with beans

- 1 To brew a coffee, tap the drink icon of your [choice](#) or tap the 'More Drinks' [icon](#).
  - You can now adjust the drink to your personal [taste](#). Use the up and down [arrows](#) to adjust the coffee strength. Tap the OK icon if you want to adjust more [settings](#).
- 2 Press the start/stop ► button at any time to start brewing the selected drink.
- 3 To stop dispensing coffee before the machine is finished, press the start/stop ► button again.

**i** To brew 2 coffees at the same time, tap the drink icon twice or select the 2x icon scrolling the dedicated bar.

**A** Do not use caramelized or flavored coffee beans.

### Brewing milk-based drinks

- 1 Fill the water tank with tap water and fill the bean hopper with beans.
- 2 Unscrew the lid of the milk container and fill the milk container with [milk](#). Then place the metal milk tube in the container.

Always use milk coming directly from the fridge for optimal results.

- 3 Connect the flexible milk tube to the [cappuccinatore](#).
- 4 Tap the milk-based drink icon of your [choice](#) or tap the 'More Drinks' icon to select a different [drink](#).

- You can now adjust the drink to your own [preference](#).
- 5 Press the start/stop ► button.
    - For specific drinks, the machine first dispenses milk and then coffee. For a number of other drinks this is the other way around, the machine will first dispense coffee and then milk.
    - To stop dispensing milk before the machine has dispensed the preset amount, press the start/stop ► button.
  - 6 To stop dispensing the complete drink (milk and coffee) before the machine is finished, press and hold the start/stop ► button.
  - 7 Directly after dispensing the milk, the 'HygieSteam Shot' is performed. The machine forces steam through the internal milk system to rinse it quickly.

## Brewing coffee with pre-ground coffee

- 1 Tilt the lid and pour one measuring scoop of pre-ground coffee into the pre-ground coffee [compartment](#).
- 2 After selecting a drink, use the up and down arrows to select pre-ground [coffee](#). Then press the start/stop ► button.

Note: If you select pre-ground coffee, you cannot adjust the coffee strength and/or brew more than one drink at the same time.

## Dispensing hot water

- 1 Make sure that the internal cappuccinatore is properly attached to the [machine](#).
- 2 Place a cup under the spout
- 3 Tap the 'More drinks' [icon](#) and scroll down to select 'Hot Water'.
- 4 Use the up and down arrows to adjust the hot water quantity or temperature to your [preference](#).
- 5 Press the start/stop ► button.
- 6 To stop dispensing hot water before machine is finished, press the start/stop ► button again.

## Personalizing drinks

The machine allows you to adjust the settings of a drink to your own preference and to store the adjusted drink in a personal profile. The different profiles have different colors.

## Brewing drinks with CoffeeMaestro function

Your machine offers the possibility to select taste profiles instead of adjusting all settings separately with the CoffeeEqualizer function. You can choose between Delicato, Intenso and Forte. To select a CoffeeMaestro taste profile:

- 1 Tap the drink icon of your [choice](#) or tap the 'More Drinks' icon to select a different [drink](#).
- 2 Tap the CoffeeMaestro icon [repeatedly](#).
- 3 Press OK to confirm your choice.



The main settings of the drink are now adjusted accordingly.

- 4 Press the start/stop ► button to start brewing the drink.

## CoffeeEqualizer function

After selecting a drink, the CoffeeEqualizer function is activated automatically. You can use the up and down arrows to adjust the following settings:



- |                     |  |
|---------------------|--|
| 1 Aroma strength    | 6 Foam amount  |
| 2 Coffee quantity   | 7 You can also decide to prepare 1 or 2 cups           |
| 3 Milk quantity     | 8 Coffee quantity for travel mug (specific types only) |
| 4 Water quantity    |  |
| 5 Drink temperature |  |

Note: It depends on the drink you choose which settings you can adjust.

## Selecting a profile

You can select a profile and store a recipe using the profiles 👤 icon.

- 1 Tap the profiles 👤 icon repeatedly to select one of the colored [profiles](#). All profiles have a different color.
- 2 Select a drink by tapping one of the one-touch drink icons or by tapping the 'More Drinks' icon.
- 3 Adjust the drink settings to your favorite taste.
- 4 Press start/stop ► button to brew the drink you selected
  - Your new settings have now been stored in the colored profile you selected.

**i** You can always restore the factory settings of the machine (see [Restoring factory settings](#)).

## Guest profile

Your machine is equipped with a guest profile. When the guest profile is selected, the profile icon is off. When you select this profile, you can still personalize the settings to your own preference but the recipes you brew will not be stored.

## Extra shot (ExtraShot)

Your machine offers you the possibility to add an extra shot of Ristretto to your coffee and milk drinks, for example if you want to have a stronger coffee.


- 1 Place a cup under the spout.

- 2 Tap one of the one-touch drinks icons to select a [drink](#) or tap the 'More Drinks' icon to select a different [drink](#).
- 3 Use the up arrow to set the strength to the top level and select the ExtraShot [function](#).
- 4 Tap the OK icon if you want to personalize the other settings. Then press the start/stop ►■ button to start brewing the drink.
- 5 To stop dispensing the drink before the machine has finished, press the start/stop ►■ button again.

**i** When you have selected the ExtraShot function, you can only brew one coffee at the time.

## Adjusting machine settings


### Setting the water hardness

 We advise you to adjust the water hardness setting to the water hardness level in your region for optimal performance and a longer lifetime of the machine. This also prevents you from having to descale the machine too often. The default water hardness setting is 4: hard water.

#### **Use the water hardness test strip supplied in the box to determine the water hardness in your region:**

- 1 Immerse the water hardness test strip in tap water or hold it under the tap for 1 [second](#).
- 2 Wait 1 minute. The number of squares on the test strip that turn red indicate the water [hardness](#).

#### **Set the machine to the correct water hardness:**

- 3 Tap the Settings  icon and use the up and down arrows to select 'Water hardness'. Then press the OK icon to confirm.
- 4 Use the up and down arrows to select the water hardness level. The number of red squares selected on the display should be the same as the number of red squares on the test [strip](#).
- 5 When you have set the correct water hardness, tap the OK icon to confirm.

### Adjusting the grind setting

You can change the coffee strength with the grind setting knob inside the bean container. The lower the grind setting, the finer the coffee beans are ground and the stronger the coffee becomes. There are 12 different grind settings you can choose from.


The machine has been set up to get the best taste out of your coffee beans. Therefore we advise you not to adjust the grind setting until you have brewed 100-150 cups (approx. 1 month of use).

**i** You can only adjust the grind setting when the machine is grinding coffee beans. You need to brew 2 to 3 drinks before you can taste the full difference.

**A** Do not turn the grind setting knob more than one notch at a time to prevent damage to the grinder.

- 1 Place a cup under the coffee dispensing spout.
- 2 Remove the lid from the coffee bean [hopper](#).
- 3 Tap the Espresso icon and then press the start/stop ► button.
- 4 When the grinder starts grinding, press down the grind setting knob and turn it to the left or [right](#).


## Adjusting other machine settings

By tapping the Settings  icon you can adjust the following machine settings:

- Water hardness: you can choose between 5 levels according to the water hardness in your region.
- Standby time: you can select 15, 30, 60 or 180 minutes.
- Display brightness: you can select low, medium and high.
- Language: you can select the display language of your preference.
- Sound: you can activate or deactivate the beeping sound of the machine.
- Front illumination: you can choose 'always on', 'on during brewing' or 'always off'.
- Measuring unit: you can choose between ml. or oz.

## Restoring factory settings

The machine offers you the possibility to restore the factory settings at any moment.

- 1 Tap the Settings  icon.
- 2 Use the up and down arrows to select 'Factory settings'. Confirm by tapping the OK icon.
- 3 Press the start/stop ► button to confirm that you want to restore the settings.
  - The settings are now restored.

**i** The following factory settings are restored to default: water hardness, standby time, display brightness, sound, front illumination, profiles.

## AquaClean water filter

Your machine is AquaClean enabled. You can place the AquaClean water filter in the water tank to preserve the taste of your coffee. It also diminishes the need for descaling by reducing limescale build-up in your machine. You can purchase an AquaClean water filter from your local or online retailer or authorized service centers.

## AquaClean filter status indication

When the AquaClean is active, the status of the AquaClean filter is always visible on the screen as a percentage.

- If the status of the AquaClean filter is 10% or less, the screen shows a message for 2 seconds each time you switch on the machine. This message advises you to buy a new filter.
- If the status of the filter is 0%, the machine asks you to replace the AquaClean filter every time you switch on the machine.



## Activating the AquaClean water filter (5 min.)

**i** The machine does not automatically detect that a filter has been placed in the water tank. Therefore you need to activate each new AquaClean water filter that you install in the 'Clean' menu.

When the machine stops showing the filter activation message, you can still activate an AquaClean water filter, but you will need to descale the machine first.

**i** Your machine has to be completely limescale-free before you start using the AquaClean water filter.

Before activating the AquaClean water filter, it has to be prepared by soaking it in water as described below. If you don't do this, air might be drawn into the machine instead of water, which makes a lot of noise and prevents the machine from being able to brew coffee.

- 1** Tap the 'Clean'  icon and use the up and down arrows to select 'AquaClean'.
- 2** Tap the OK icon to confirm.
- 3** Tap the OK icon again when the activation screen appears. Follow the instructions on the screen.
- 4** Shake the filter for about 5 [seconds](#).
- 5** Immerse the filter upside down in a jug with cold water and shake/press [it](#).
- 6** Insert the filter vertically onto the filter connection in the water tank. Press it down to the lowest possible [point](#).
- 7** Fill the water tank with fresh water and place it back into the machine.
- 8** Place a bowl under the spout.
- 9** Press the start/stop  button to start the activation process.
- 10** Hot water will be dispensed from the spout during 1 minute.
- 11** The filter is now successfully activated.

## Replacing the AquaClean water filter (5 min.)

After 95 liters of water have flowed through the filter, the filter will cease to work. The AquaClean status indicator drops to 0% to remind you to replace the filter. As long as the AquaClean status indicator is shown on the display, you can replace the filter without having to descale the machine first. If you do not replace the AquaClean water filter in time, the AquaClean indicator goes out after some time. In that case you can still replace the filter but you first need to descale the machine.

When the AquaClean status indicator drops to 0% or when the machine reminds you to replace the AquaClean filter:

- 1 take out the old AquaClean water filter.
- 2 install a new filter and activate it as described in chapter 'Activating the AquaClean water filter (5 min.)'.

**i** Replace the AquaClean water filter at least every 3 months, even if the machine does not yet indicate that replacement is required.

## Removing and inserting the brew group

Go to [www.saeco.com/care](http://www.saeco.com/care) for detailed video instructions on how to remove, insert and clean the brew group.

### Removing the brew group from the machine

- 1 Switch off the machine.
- 2 Remove the water tank and open the service [door](#).
- 3 Press the PUSH [handle](#) and pull at the grip of the brew group to remove it from the [machine](#).

**⚠** When you remove the brew group from the machine, make sure to empty the drip tray and the coffee grounds container.

### Reinserting the brew group

**⚠** Before you slide the brew group back into the machine, make sure it is in the correct position.

- 1 Check if the brew group is in the correct position. The arrow on the yellow cylinder on the side of the brew group has to be aligned with the black arrow [and N](#).
  - If they are not aligned, push down the lever until it is in contact with the base of the brew [group](#).
- 2 Slide the brew group back into the machine along the guiding rails on the [sides](#) until it locks into position with a [click](#). Do not press the PUSH button.
- 3 Close the service door and place back the water tank.

## Cleaning and maintenance

Regular cleaning and maintenance keeps your machine in top condition and ensures good-tasting coffee for a long time with a steady coffee flow.

Consult the table below for a detailed description on when and how to clean all detachable parts of the machine. You can find more detailed information and video instructions on [www.saeco.com/care](http://www.saeco.com/care). See figure C for an overview of which parts can be cleaned in the dishwasher.

Detachable parts	When to clean	How to clean
Brew group	Weekly	Remove the brew group from the machine (see <a href="#">Removing and inserting the brew group</a> ). Rinse it under the tap (see <a href="#">Cleaning the brew group under the tap</a> ).
	Monthly	Clean the brew group with the Philips coffee oil remover tablet (see <a href="#">Cleaning the brew group with the coffee oil remover tablets</a> ).
Milk system/internal cappuccinatore	After every day of use	Perform the 'HygieSteam' program in the cleaning menu. Select 'HygieSteam' in the cleaning menu and follow the instructions on the screen. Wipe the outside of the metal milk tube with a damp cloth before placing it into the milk tube holder.
	Weekly	Remove and disassemble the internal cappuccinatore (see 'Cleaning the internal cappuccinatore under the tap'). Rinse all parts under the tap with some washing-up liquid.
	Monthly	Perform the 'Deep Milk Clean' procedure with the Philips milk circuit cleaner. Select 'Deep Milk Clean' in the cleaning menu and follow the instructions on the screen. Go to <a href="http://www.saeco.com/care">www.saeco.com/care</a> for detailed video instructions.
Milk container	Weekly	Disassemble the milk <a href="#">container</a> and push out the ball using the pin of the milk <a href="#">tube</a> . Clean all parts of the milk container under the tap or in the dishwasher
HygieSteam container (milk tube holder)	Weekly or when the machine reminds you	Remove the HygieSteam container from the <a href="#">machine</a> and remove the HygieSteam <a href="#">cover</a> . Empty the HygieSteam container and clean the container and cover under the tap or in the dishwasher. Let the container and cover air-dry and place them back in the machine.
Pre-ground coffee compartment	Check the pre-ground coffee compartment weekly to see if it is clogged.	Unplug the machine and remove the brew group. Open the lid of the pre-ground coffee compartment and insert the spoon handle into it. Move the handle up and down until the clogged ground coffee falls <a href="#">down</a> . Go to <a href="http://www.saeco.com/care">www.saeco.com/care</a> for detailed video instructions.
Coffee grounds container	Empty the coffee grounds container when prompted by the machine. Clean it weekly.	Remove the coffee grounds container while the machine is switched on. Rinse it under the tap with some washing-up liquid or clean it in the dishwasher. <b>The front panel of the coffee grounds container (Fig. A18) is not dishwasher-safe.</b>

Detachable parts	When to clean	How to clean
Drip tray	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the <a href="#">drip tray</a> . Clean the drip tray weekly.	Remove the drip <a href="#">tray</a> and rinse it under the tap with some washing-up liquid. You can also clean the drip tray and the drip tray cover in the dishwasher. <b>The front panel of the coffee grounds container (Fig. A18) is not dishwasher-safe.</b>
Lubrication of the brew group	Every 2 months	Lubricate the brew group with the by-packed grease (see <a href="#">Lubricating the brew group</a> ).
Water tank	Weekly	Rinse the water tank under the tap
Machine front	Weekly	Clean with a non-abrasive cloth

## Cleaning the brew group


Regular cleaning of the brew group prevents coffee residues from clogging up the internal circuits. Visit [www.saeco.com/care](http://www.saeco.com/care) for support videos on how to remove, insert and clean the brew group.

### Cleaning the brew group under the tap

- 1 Remove the brew group (see [Removing and inserting the brew group](#)).
- 2 Rinse the brew group thoroughly with water. Carefully clean the upper [filter](#) of the brew group.
- 3 Let the brew group air-dry before you place it back. Do not dry the brew group with a cloth to prevent fibers from collecting inside the brew group.

### Cleaning the brew group with the coffee oil remover tablets

Only use Philips coffee oil remover tablets.

- 1 Tap the Clean  icon and use the up and down arrows to select 'Brew group clean'.
- 2 Tap the OK icon to confirm and then follow the instructions on the screen.

## Lubricating the brew group

To improve your machine's performance, we suggest that you lubricate the brew group every 2 months, to ensure that the moving parts continue to move smoothly.

- 1 Apply a thin layer of grease on the piston (grey part) of the brew [group](#).
- 2 Apply a thin layer of grease around the shaft (grey part) in the bottom of the brew [group](#).
- 3 Apply a thin layer of grease to the guiding rails on both [sides](#).

## Cleaning programs for the internal cappuccinatore

The machines has three programs to clean the internal cappuccinatore:

- 'HygieSteam Shot': the machine shoots steam through the internal cappuccinatore to rinse it quickly.
- 'HygieSteam': the machine thoroughly cleans the internal milk system with steam. Make sure that the HygieSteam container is correctly [assembled](#) and

attached to the [machine](#). Place the milk tube in the milk tube [holder](#) and follow the instructions on the screen.

- 'Deep Milk Clean': Perform the 'Deep Milk Clean' procedure with the Philips milk circuit cleaner for a thorough cleaning of the internal milk system.


## Cleaning the internal cappuccinatore under the tap

- 1 Open the door of the internal [cappuccinatore](#).
- 2 Remove the internal cappuccinatore by pulling it [down](#).
- 3 Disassemble the internal cappuccinatore by pulling the bottom part off the top [part](#).
- 4 Disassemble all [parts](#) and clean them under the tap.
- 5 Reassemble the internal cappuccinatore.
- 6 To place back the internal cappuccinatore, put it in upright position and make sure the holes are aligned with the two tubes on the machine. Then move the internal cappuccinatore upwards until it locks into [place](#).
- 7 Close the door.

Visit [www.saeco.com/care](http://www.saeco.com/care) for detailed video instructions.

## Descaling procedure

Please use Philips descaler only. Under no circumstances should you use a descaler based on sulfuric acid, hydrochloric acid, sulfamic or acetic acid (vinegar) as this may damage the water circuit in your machine and will not dissolve the limescale properly. Not using the Philips descaler will void your warranty. Failure to descale the appliance will also void your warranty. You can buy Philips descaler from your local or online retailer or from authorized service centers.

- 1 When the machine asks you to descale it, tap the OK icon to start. To start descaling without being prompted by the machine, tap the Clean  icon and select 'Descale'.
- 2 Remove the drip tray, the coffee grounds container and the HygieSteam [container](#), empty them and put them back into place.
- 3 Remove the water tank and empty it. Then remove the AquaClean filter.
- 4 Pour the whole bottle of Philips descaler into the water tank and then fill it with water up to the CALC CLEAN [level](#). Then place it back into the machine.
- 5 Place a large container (1.5 l) under the coffee dispensing spout.
- 6 Make sure that the HygieSteam container is correctly [assembled](#) and attached to the [machine](#). Place the milk tube in the milk tube [holder](#).
- 7 Follow the instructions on the screen to start the descaling procedure. The descaling procedure lasts approx. 30 minutes and consists of a descaling cycle and a rinsing cycle.
- 8 Once the descaling cycle is finished, you need to rinse the water tank and water circuit. Follow the instructions on the screen.
- 9 Place a new AquaClean filter in the water tank and activate it (see [Activating the AquaClean water filter \(5 min.\)](#)).

Tip: Using the AquaClean filter reduces the need for descaling!



# What to do if the descaling procedure is interrupted

You can exit the descaling procedure by pressing the on/off button on the control panel. If the descaling procedure is interrupted before it is completely finished, do the following:

- 1 Empty and rinse the water tank thoroughly.
- 2 Fill the water tank with fresh water up to the CALC CLEAN level indication and switch the machine back on. The machine will heat up and perform an automatic rinsing cycle.
- 3 Before brewing any drinks, perform a manual rinsing cycle. To perform a manual rinsing cycle, first dispense half a water tank of hot water and then brew 2 cups of pre-ground coffee without adding ground coffee.

Note: If the descaling procedure was not completed, the machine will require another descaling procedure as soon as possible.

## Error codes

Below you find a list of the error codes showing problems that you can solve yourself. Video instructions are available on [www.saeco.com/care](http://www.saeco.com/care). If another error code appears, please contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.

Error code	Problem	Possible solution
01	The coffee funnel is clogged.	Switch off the machine and unplug it. Remove the brew group. Then open the lid of the pre-ground coffee compartment and insert the spoon handle. Move the handle up and down until the clogged ground coffee falls <a href="#">down</a> . Visit <a href="http://www.saeco.com/care">www.saeco.com/care</a> for detailed video instructions.
03	The brew group is dirty or not well-greased.	Switch off the machine. Rinse the brew group with fresh water, let it air-dry and then lubricate it (see <a href="#">Lubricating the brew group</a> ). Consult chapter 'Cleaning the brew group' or visit <a href="http://www.saeco.com/care">www.saeco.com/care</a> for detailed video instructions. Then switch the machine on again.
04	The brew group is not positioned correctly.	Switch off the machine. Remove the brew group and reinsert it. Make sure that the brew group is in the correct position before you insert it. Consult chapter 'Handling the brew group' or visit <a href="http://www.saeco.com/care">www.saeco.com/care</a> for detailed video instructions. Then switch the machine on again.
05	There is air in the water circuit.	Restart the machine by switching it off and on again. If this works, dispense 2-3 cups of hot water. Descale the machine if you have not done so for a longer period of time.

Error code	Problem	Possible solution
	The AquaClean filter was not prepared properly before installation or it is clogged.	Remove the AquaClean filter and try to brew a coffee again. If this works, make sure that the AquaClean filter is prepared properly before you place it back. Put the AquaClean filter back into the water tank. If this still does not work, the filter might be clogged and needs to be replaced.
11	The machine needs to adjust to room temperature	Allow some time for the machine to adjust from transport/ outdoor temperature to room temperature. Switch off the machine for 30 minutes and switch it on again. If this does not work, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.
14	The machine is overheated.	Switch off the machine and switch it back on after 30 minutes.
19	The machine is not connected to the wall socket properly.	Make sure that the small plug of the power cord is properly connected to the socket on the back of the machine.

## Ordering accessories

To clean and descale the machine, only use the Philips maintenance products. These products can be purchased from your local or online retailer or authorized service centers. To find a full list of spare parts online, enter the model number of your machine. You can find the model number on the inside of the service door.

Maintenance products and type numbers:

- Descaling solution CA6700
- AquaClean filter CA6903
- Brew group grease HD5061
- Coffee oil remover tablets CA6704
- Milk circuit cleaner CA6705
- Maintenance kit CA6707

## Troubleshooting

This chapter summarizes the most common problems you could encounter with the machine. Support videos and a complete list of frequently asked questions are available on [www.saeco.com/care](http://www.saeco.com/care). If you are unable to solve the problem, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.

Problem	Cause	Solution
There are some coffee residues inside my new coffee machine.	This machine has been tested with coffee.	Although it has been carefully cleaned, there may be some coffee residues left. However, the machine is absolutely new.
The drip tray fills up quickly / there is always some water in the drip tray.	This is normal. The machine uses water to rinse the internal circuit and brew group. Some water flows through the internal system directly into the drip tray.	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the drip tray cover. Tip: place a cup under the dispensing spout to collect rinsing water that comes out of it.
The 'empty coffee grounds container' icon remains on.	You emptied the coffee grounds container while the machine was unplugged from the wall socket, or you placed it back too fast.	Remove the coffee grounds container, wait at least 5 seconds and then insert it again.
The machine prompts to empty the coffee grounds container even though the container is not full.	The machine did not reset the counter the last time you emptied the coffee grounds container.	Always wait approx. 5 seconds when you place back the coffee grounds container. In this way, the coffee pucks counter will be reset to zero and the number of coffee pucks is counted correctly.
The coffee grounds container is too full and the 'empty coffee grounds container' icon did not appear on the display.	You removed the drip tray without emptying the coffee grounds container.	When you remove the drip tray, also empty the coffee grounds container even if it contains only a few coffee pucks. This ensures that the coffee pucks counter is reset to zero and that the number of coffee pucks is counted correctly.
I cannot remove the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Switch the machine off and back on again and wait for the lights in the drink icons to come on. Try to remove the brew group again. See chapter 'Removing and inserting the brew group' for step-by-step instructions.
I cannot insert the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Leave the brew group out. Switch off the machine and unplug it. Wait for 30 seconds and then plug the machine back in, switch it on and wait for the lights in the drink icons to come on. Then put the brew group in the correct position and reinsert it into the machine. See chapter 'Removing and inserting the brew group' for step-by-step instructions.
The coffee is watery.	The brew group is dirty or needs to be lubricated.	Remove the brew group, rinse it under the tap and leave it to dry. Then lubricate the moving parts (see <a href="#">Lubricating the brew group</a> ).

Problem	Cause	Solution
	The machine is performing its self-adjustment procedure. This procedure is started automatically when you use the machine for the first time, when you change to another type of coffee beans or after a long period of non-use.	Brew 5 cups of coffee initially to allow the machine to complete its self-adjustment procedure.
	The grinder is set to a too coarse setting.	Set the grinder to a finer (lower) setting. Brew 2 to 3 drinks to be able to taste the full difference.
The coffee is not hot enough.	The temperature is set too low.	Set the temperature to the maximum <a href="#">setting</a> .
	A cold cup reduces the temperature of the drink.	Preheat the cups by rinsing them with hot water.
	Adding milk reduces the temperature of the drink.	Regardless of whether you add hot or cold milk, adding milk always reduces the temperature of the coffee. Preheat the cups by rinsing them with hot water.
Coffee does not come out or coffee comes out slowly.	The AquaClean water filter was not prepared properly for installation.	Remove the AquaClean filter and dispense some hot water. If this works, the AquaClean filter was not installed properly. Reinstall and activate the AquaClean filter and follow all steps in chapter 'AquaClean water filter'.
		After a long period of non-use, you need to prepare the AquaClean water filter for use again and dispense 2-3 cups of hot water.
	The AquaClean water filter is clogged.	Replace the AquaClean water filter every 3 months. A filter that is older than 3 months can become clogged.
	The grinder is set to a too fine setting.	Set the grinder to a coarser (higher) setting. Note that this will impact the coffee taste.
	The brew group is dirty.	Remove the brew group and rinse it under the tap (see <a href="#">Cleaning the brew group under the tap</a> ).
	The coffee dispensing spout is dirty.	Clean the coffee dispensing spout and its holes with a pipe cleaner or needle.

Problem	Cause	Solution
	The pre-ground coffee compartment is clogged	Switch off the machine and remove the brew group. Open the lid of the pre-ground coffee compartment and insert the spoon handle into it. Move the handle up and down until the clogged ground coffee falls <a href="#">down</a> .
	The machine circuit is blocked by limescale.	Descalc the machine with Philips descaler (see <a href="#">Descaling procedure</a> ). Always descale when the machine prompts you.
The milk does not froth.	The internal cappuccinatore is dirty or not inserted correctly.	Clean the internal cappuccinatore and make sure that you position and insert it correctly (see <a href="#">Cleaning the internal cappuccinatore under the tap</a> ).
	The type of milk used is not suitable for frothing.	Different types of milk result in different amounts of froth and different froth qualities.
The milk is splashing.	The milk you use is not cold enough.	Make sure you use cold milk coming directly from the fridge.
	The flexible milk tube is not connected properly.	Open the door of the coffee dispensing <a href="#">spout</a> and check if the flexible milk tube is fully connected to the cappuccinatore. Note that the cappuccinatore and milk tubes may be hot. Let the cappuccinatore and the tubes cool down before you touch them.
	The cappuccinatore and milk tubes are not clean.	Remove and disassemble the internal cappuccinatore (see <a href="#">Cleaning the internal cappuccinatore under the tap</a> ). Rinse all parts under the tap. For thorough cleaning, use Philips milk circuit cleaner and perform the Deep Milk Clean procedure via the cleaning (☑) menu. Note that if the parts have been cleaned in the dishwasher, they may have become clogged by food particles or detergent residues. A visual check that they are not obstructed is also recommended.
		We advise you to perform the HygieSteam program every day: 1) Press 'Clean' ☑ on the control panel. 2) Select 'HygieSteam'. 3) Press the start button to start the process. Then confirm all steps on the display.

Problem	Cause	Solution
	The milk tubes are clogged.	Always store the milk container without the milk tubes in the refrigerator. Leftover milk could accumulate inside the milk tubes and block the flow of milk through the tubes. Rinse the milk tubes before storage.
The machine seems to be leaking.	The machine uses water to rinse the internal circuit and brew group. This water flows through the internal system directly into the drip tray. This is normal.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover. Tip: Place a cup under the dispensing spout to collect rinsing water and reduce the amount of water in the drip tray.
	The drip tray is too full and has overflowed which makes it look like the machine is leaking.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover.
	The water tank is not fully inserted, some water is leaking out of the water tank and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and reinsert it into the machine as far as possible.
	The brew group is dirty/clogged.	Rinse the brew group.
	The machine is not placed on a horizontal surface.	Place the machine on a horizontal surface so that the drip tray does not overflow and the 'drip tray full' indicator works properly.
I cannot activate the AquaClean water filter and the machine asks for descaling.	The filter has not been installed or replaced in time after the screen shows the AquaClean reminder. This means your machine is not completely free of limescale anymore.	Descalcify your machine first and then install the AquaClean water filter.
The new water filter does not fit.	You are trying to install another filter than the AquaClean water filter.	Only the AquaClean water filter fits into the machine.
	The rubber ring on the AquaClean water filter is not in place.	Place back the rubber ring on the AquaClean water filter.
The machine is making a loud noise.	It is normal that your machine makes some noise during use.	If the machine starts to make a different kind of noise, clean the brew group and lubricate it (see <a href="#">Lubricating the brew group</a> ).
	The AquaClean water filter was not prepared properly and air is now drawn into the machine.	Remove the AquaClean water filter from the water tank and prepare it for use properly before you place it back. See chapter 'AquaClean water filter' for step-by-step instructions.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
	The water tank is not fully inserted and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and reinsert it by pushing it into the machine as far as possible.

## Technical specifications

The manufacturer reserves the right to improve the technical specifications of the product. All the preset quantities are approximate.

<b>Description</b>	<b>Value</b>
Size (w x h x d)	262 x 383 x 448 mm
Weight	8 - 8.5 kg
Power cord length	1200 mm
Water tank	1.8 litres
Coffee bean hopper capacity	300 g
Coffee grounds container capacity	12 pucks
Milk container capacity	600 ml
Adjustable spout height	87 - 147 mm
Nominal voltage - Power rating - Power supply	See data label on inside of service door (Fig. A15)

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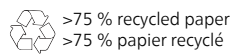
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