Due to continual improvement in design or otherwise, the product you purchase may differ slightly from the illustration in this book. Issue A13
Important

Please retain your instruction book for future use.

In the event that you need some assistance with your Kambrook appliance, please contact our Customer Service Department on 1300 139 798 (Australia) or 0800 273 845 (New Zealand). Alternatively, visit us on our website at www.kambrook.com.au or www.kambrook.co.nz
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Kambrook Recommends Safety First

IMPORTANT: Please retain your instruction book for future use.

At Kambrook, we believe that safe performance is the first priority in any consumer product, so that you, our valued customer can confidently use and trust our products. We ask that any electrical appliance that you use be operated in a sensible fashion with due care and attention placed on the following important operating instructions.

Important Safeguards For Your Kambrook Café Duo Espresso Machine

- Carefully read all instructions before operating the espresso machine for the first time and save for future reference.
- Remove and safely discard any packaging material and promotional labels before using the espresso machine for the first time.
- To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the power plug of this espresso machine.
- When unpacking the espresso machine, check to see you have received all the items listed in the parts list, before discarding the packaging.
- Do not place the espresso machine near the edge of a bench or table during operation. Ensure that the surface is level, stable, clean and free of water and other substances.
- Do not operate the espresso machine on a sink drain board.
- Always ensure the espresso machine is properly assembled before use. Follow the instructions provided in this book.
- The espresso machine must not be supplied through an external switching device, such as a timer, or connected to circuit that is regularly switched on and off by the utility.
- Do not use attachments other than those provided with the espresso machine.
- Do not attempt to operate the espresso machine by any other method other than described in this book.
- Do not leave the espresso machine unattended whilst in operation or connected at the power outlet.
- Do not move while the espresso machine is switched on and/or in operation.
- Do not allow the cord to touch hot surfaces.
- The cup-warming tray will always be heating when the espresso machine is switched on at the power outlet. Please switch off and unplug when not in use.
- Do not place anything other than coffee cups for warming on top of the espresso machine.
- Only use cold water in the water tank. Do not use de-mineralised water, mineral water, distilled water or any other liquid. Check water level before use and replace water daily. Never use the espresso machine without water in the water tank.
- Do not overfill coffee filter basket. Ensure the correct dose of coffee is used.
- Ensure the portafilter is firmly inserted and secured into the group head before starting the espresso machine brewing process.
- Do not leave the espresso machine unattended while shots of coffee are being extracted. You need to manually switch the selector control to 'STANDBY' mode to stop the espresso machine once sufficient coffee has flowed into the cups.
• Do not leave the espresso machine unattended while frothing milk. You need to manually switch the selector control to 'STANDBY' mode to stop frothing milk.
• The metal parts of the portafilter may still be very hot after use. Cool down these parts by running under cold water.
• Never remove the portafilter from the group head during the brewing operation as the espresso machine is under pressure.
• Ensure to use the filter retainer clip when discarding the coffee grounds.
• Do not touch hot surfaces. High temperatures are generated during use, which could cause burns. Always use the handle and warn others (especially children) of the possible dangers of burns from steam, hot water or warming tray, especially when brewing coffee and frothing milk.
• Allow the espresso machine to cool down before moving or cleaning any parts.
• Liquid should not be allowed to run over the top of the froth enhancer, otherwise the froth enhancer will not function. To avoid splattering of hot milk, do not lift the steam tip above the surface of the milk while frothing.
• Never let coffee or water level in a cup reach the spouts of the portafilter.
• Ensure the selector control is in the 'STANDBY' mode before removing the steam wand from the frothing jug.
• If the espresso machine is not used for an extended period, disconnect the espresso machine from the power outlet.
• Always switch off at the power outlet, and then unplug the espresso machine from the outlet:
  - Before filling with water or emptying it
  - Before leaving it unattended
  - Before attempting to move the espresso machine
  - Before cleaning and maintenance unless otherwise specified in this booklet
  - Immediately after use
• Before starting the decalcifying process (or de-scale feature), ensure drip tray is empty and inserted correctly in position.
• The water tank should never be removed or completely emptied during decalcifying process (or de-scale feature).
• To prevent damage to the espresso machine do not use alkaline cleaning agents when cleaning, uses a soft cloth and mild detergent.
• Store the espresso machine out of reach of children.
• Do not store the espresso machine with water in the water tank. Always empty the tank after use.
• Always store the espresso machine in the upright position.
• Keep the espresso machine clean. Follow the cleaning instructions provided in this book.
• Store the espresso machine out of reach of children.
Important safeguards for all electrical appliances

- Fully unwind the power cord before use.
- Connect only to a 230V or 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 or allow moisture to come in contact with the part, unless it is recommended in the cleaning instructions.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and 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.
- It is recommended to regularly inspect the appliance. To avoid a hazard, do not use the appliance if power cord, power plug or appliance becomes damaged in any way. Return the entire appliance to the nearest authorized Kambrook service centre for examination and / or repair.
- Any maintenance other than cleaning should be performed at an authorised Kambrook Service Centre.
- 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.
Your Kambrook Café Duo Espresso Machine

1. Durable stainless steel design
2. Cup warming tray
3. Selector control featuring: ‘STEAM’ 💦 and ‘ESPRESSO’ 🥤 mode
4. Power On/Off button
5. Power indicator light
6. Heating indicator light
7. Group head
8. Steam wand
9. Steam wand tip
10. Water reservoir
11. 1.2 litre removable water tank
12. Drip tray with water level indicator
13. Portafilter
Your Kambrook Café Duo Espresso Machine
Continued...

14. 1 and 2 cup stainless steel dual wall filter baskets (1 and 2 cup shot extraction)
15. Combined measuring spoon and coffee tamper
16. Stainless steel milk jug
17. Froth enhancer
18. Steam wand cleaning tool

Not Shown
• 15 bar Italian pump
• Thermoblock heating system
Using Your Kambrook Espresso Machine

Before First Use
Remove any packaging material and promotional labels before using your espresso machine for the first time. Ensure you have removed all parts and accessories before discarding the packaging.

It is recommended before first use to clean all the parts and accessories of the espresso machine including the water tank, portafilter, filter baskets, combined measuring spoon and coffee tamper, froth enhancer, and milk frothing jug using warm water and dishwashing liquid. Rinse well and dry thoroughly.

Filling the water tank
1. Ensure the espresso machine selector control is switched to the ‘STANDBY’ mode and is switched off at the power outlet and unplugged prior to filling the water tank.
2. Open the water reservoir lid and holding onto the water tank handle, remove the water tank from the water reservoir (see Fig.1).
3. Fill the water tank with cold water to the ‘MAX’ level indicator line marked on the water tank and insert the tank back into the water reservoir and push down until it sits flush and firmly into place. Close the water reservoir lid.

NOTE: The water tank level should be checked regularly with use. Cold fresh water must be used to fill the tank.

NOTE: Do not use de-mineralised or distilled water in this machine. This will adversely affect the machine’s operation and will potentially impair the flavour of your coffee.

WARNING: Do not store the espresso machine with water in the water tank. Always empty the tank after use.

Pre-heating the machine
Prior to making your first coffee to ensure the machine is pre-heated, for optimum crema, it is recommended to carry out a complete brewing operation of your espresso machine; using water only, without any ground coffee in the portafilter.
1. Ensure the selector control is in the ‘STANDBY’ mode, plug the power cord into a 230V or 240V power point and switch ‘ON’ at the power point.
2. Turn the espresso machine on by pressing the power On/Off button to the ‘ON’ position; the ‘POWER’ light will illuminate red and the ‘HEATING’ light will illuminate orange indicating that the machine has commenced heating.

3. Once the machine has reached optimum temperature, the ‘HEATING’ light will automatically switch off.

4. Once the ‘HEATING’ light has turned off, set the selector control to the ‘ESPRESSO’ mode and allow a small amount of water to pour through the group head for a few seconds without the portafilter in place.

5. Pre-heat the portafilter with filter basket assembled by holding it under the group head. Set the selector control to the ‘ESPRESSO’ mode and rinse the portafilter by running the water over the portafilter. Dry the rinsed portafilter thoroughly before use.

6. After pre-heating the machine and rinsing the portafilter, ensure the selector control is back in the ‘STANDBY’ mode.

To Pre-warm cups

Your machine is fitted with a cup warming tray. It is recommended to warm your serving cup to help maintain the coffee’s optimum temperature.

1. To pre-warm the cup, rinse the cup in hot water, dry thoroughly and place the cup upside down onto the cup warming tray. Leave cup on the tray until ready to brew (see Fig.2).

Alternatively the cup can be pre-warmed by running hot water over the cup from the group head. Set the selector control to the ‘ESPRESSO’ mode and allow a small amount of water to pour through the group head for a few seconds without the portafilter in place. Once the cup is rinsed, turn selector control back to ‘STANDBY’ mode. This should be done right before the brew process.

2. Dry cup thoroughly before use.

WARNING: If pre-warming the cup or portafilter using hot water from the group head, care should be taken as hot water running through the group head may burn.

WARNING: The cup-warming tray will always be heating when the appliance is switched on at the power outlet. Switch espresso machine off and unplug when not in use.
Purging the group head
Before using the espresso machine at any time, it is recommended to purge the group head (run a short flow of water through the group head). This will purge any ground coffee residue and stabilise the water temperature prior to extraction.

1. To purge the group head, place a container or empty cup under the group head, run a short flow of water through the group head by switching the selector control to ‘ESPRESSO’ mode. Let the water run for approximately 5 seconds or until cup is full.

2. Switch the selector control to ‘STANDBY’ mode and empty water from cup.

NOTE: When purging the group head, ensure there is no ground coffee in the filter baskets.

NOTE: When purging the group head, a pumping noise will be heard during operation. This is normal as the machine is building up pressure pushing the water through the thermoblock heating system.

Preparing the coffee
Your espresso machine comes with a combined measuring spoon and coffee tamper. The measuring spoon can be used to measure the ground coffee being placed into the portafilter and the coffee tamper is to tamp the ground coffee after it has been placed into the portafilter.

1. Place the 1 or 2 cup filter basket into the portafilter; 1 cup filter basket is for 1 shot extraction, 2 cup is for 2 shot extractions (see Fig.3).

NOTE: Use only the stainless steel filter baskets supplied with the espresso machine. Using different filter baskets may affect the performance of the espresso machine.

NOTE: Ensure the correct amount of coffee for each filter is used as this will affect the performance of the machine during extraction process. The correct coffee amount used will help optimise correct flavour and crema.

2. Using the measuring spoon provided fill the portafilter with ground coffee. For 1 cup filter basket use 1 level measure and for 2 cup filter basket use 2 level measures (see Fig.4).
Using Your Kambrook Espresso Machine Continued...

3. Ensure the ground coffee is distributed evenly in the filter basket, by tapping the portafilter several times.

**NOTE:** 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 even when under pressure. The resulting espresso will be OVER EXTRACTED, dark in colour and bitter in flavour. If the grind is too coarse the water will flow through the ground coffee in the filter basket too quickly. The resulting espresso will be UNDER EXTRACTED, lacking in colour and flavour.

**WARNING:** Do not overfill the filter basket with coffee. The filter basket should be filled leaving 0.05mm from rim of filter basket when tamped.

**NOTE:** When brewing for a mug of coffee, always use the 2 cup filter. If you require a larger coffee, add the hot water first and then brew the coffee.

2. Any excess ground coffee that is on the rim of the filter basket should be cleaned off to ensure the portafilter sits flush under the group head.

Tamping the ground coffee

1. Once ground coffee is distributed evenly in the filter basket, using the coffee tamper provided, holding the portafilter by the handle in one hand, press down firmly with the tamping end of the measuring spoon and ensure coffee is level. The filter basket should be filled leaving 0.05mm from the rim of the basket when tamped (see Fig.5).

**Fig. 5**

**WARNING:** Do not overfill the filter basket with coffee. The filter basket should be filled leaving 0.05mm from rim of filter basket when tamped.
Brewing the coffee

1. Ensure the selector control is in the ‘STANDBY’ mode, plug the power cord into a 230V or 240V power point and switch ‘ON’ at the power point.

2. Turn the espresso machine on by pressing the power On/Off button to the ‘ON’ position; the ‘POWER’ light will illuminate red and the ‘HEATING’ light will illuminate orange indicating that the machine has commenced heating.

3. Once the machine has reached optimum temperature, the ‘HEATING’ light will automatically switch off.

**NOTE:** If the ‘HEATING’ light has not switched ON, this is because the machine has already reached optimum temperature during the machines pre-heating and purging process. The ‘HEATING’ light will cycle On/Off during operation.

4. Ensure the drip tray is fitted into place.

5. Set the selector control to the ‘ESPRESSO’ mode and allow a small amount of water to pour through the group head for a few seconds without the portafilter in place.

6. Place the assembled portafilter with ground coffee underneath the group head so that the handle is aligned with the ‘INSERT’ graphic (see Fig.6).

7. Insert the portafilter up into the group head and rotate the handle to the right until resistance is felt or until it can no longer be rotated. The portafilter should now be sitting in line with the ‘LOCK’ graphic (see Fig.7).

**WARNING:** The espresso machine may be warm to touch during operation. Care should be taken during use.

8. Place one or two pre-heated cups under the group head depending on extraction preference (1 cup or 2 cup) (see Fig.8).
9. Set the selector control to the ‘ESPRESSO’ mode. The coffee extraction process will begin. The shot extraction will need to be manually stopped when sufficient coffee shot has been extracted.

**TIP:** We recommend:
- 30ml espresso - 1 shot extraction
- 60ml espresso - 2 shot extraction

10. When sufficient coffee has extracted into the cup/s, set the selector control to the ‘STANDBY’ mode, this will stop the extraction process.

**WARNING:** When using fresh coffee grind or pre-ground coffee, water may build up on top of puck after shot is extracted. This is normal as pressure builds up during extraction, this will not affect the performance of the machine.

11. To remove the portafilter from the group head, turn the portafilter to the left until it releases (see Fig.9).

12. To empty the used coffee grind, turn the portafilter upside down in a bin and gently tap out the puck (used coffee grind should be thrown away with domestic waste and not down the sink as this may block drains).

13. To clean the portafilter and filter baskets see page 19.

**WARNING:** The metal parts of the portafilter may still be very hot after use. Cool down these parts by running under cold water.

**WARNING:** Do not touch hot surfaces. High temperatures are generated during use, which could cause burns. Always use the handle and warn others (especially children) of the possible dangers of burns from steam, hot water or warming tray, especially when brewing coffee and frothing milk.
**WARNING:** Do not leave the espresso machine unattended while shots of coffee are being extracted. You need to manually switch the selector control to ‘STANDBY’ mode to stop the coffee extraction once sufficient coffee has flowed into the cups.

**NOTE:** Ensure the filter basket is not thrown away when removing the puck.

### How to froth milk

Your espresso machine comes with a stainless steel milk frothing jug. The milk frothing jug is perfect for creating textured milk for cappuccinos and lattés.

1. If machine has not been pre-heated before frothing the milk, follow ‘Pre-heating the machine’ on page 9.
2. Pour the desired amount of cold milk into the stainless steel milk frothing jug (approx. 1/3 full).

**WARNING:** When filling the milk jug, ensure the milk is sitting below the V of the milk jug spout to ensure hot milk does not overflow when milk is being frothed.

**TIP:** For best results, ensure the milk has been stored in the refrigerator and is taken out just before use.

3. Place the stainless milk frothing jug underneath the steam wand and hold the milk frothing jug on an angle so that the steam wand tip and/or the froth enhancer is sitting just below the surface of the milk (see Fig.10).

4. Set the selector control to the ‘STEAM’ mode, the ‘HEATING’ light will illuminate orange.
5. When the desired volume of froth has been achieved, immerse the steam wand and/or froth enhancer deeper into the milk frothing jug to further heat the milk.
6. Use your free hand to hold the base of the milk frothing jug. When the milk frothing jug becomes too hot to touch, set the selector control to the ‘STANDBY’ mode to stop the steam function.
TIP: A thermometer may be used to determine milks optimum temperature. The optimum milk temperature is between 60-65 degrees Celsius. If milk is heated any further, the milk will begin to boil at 72 degrees Celsius and the natural sweetness and texture of the milk will be affected.

TIP: When using the froth enhancer during milk frothing process, this allows enough milk for approximately 2 standard cups (approximately 150-180ml).

TIP: For best crema results, when frothing milk, ensure the steam wand is sitting just on top of the milk surface during frothing process. If the steam wand is submerged in milk this will only heat the milk a smooth crema consistency will not be achieved.

7. Slowly release the milk frothing jug away from the steam wand.
8. Wipe the steam wand with a damp cloth and purge directly after texturing the milk to remove any milk that is left over in the steam wand tip.
9. To clean the steam wand and milk frothing jug, follow the ‘Care, Cleaning and Storage’ Instructions on page 18.

WARNING: Milk should not be allowed to run over the top of the froth enhancer, otherwise it will not function properly.

WARNING: To avoid splattering of hot milk, do not lift the steam nozzle above the surface of the milk while frothing and ensure the selector control is set to the ‘STANDBY’ mode before removing the milk frothing jug from under the steam wand.

WARNING: Ensure the selector control is in the ‘STANDBY’ mode before removing the steam wand from the frothing jug.

Using the froth enhancer

Your espresso machine comes with a froth enhancer which helps to further aerate the milk. This can be used as an extension to the the steam wand to create further textured milk for cappuccinos or lattés.

1. To assemble the froth enhancer, using either end of the froth enhancer, slide upwards over the steam wand until tightly fitted against the rubberised steam wand handle (see Fig.11).
2. To use the froth enhancer for frothing milk, follow the same instructions above in the ‘How to froth milk’ section.

3. To remove the froth enhancer, wait until the steam wand has cooled down completely and slide the froth enhancer downwards away from the steam wand (see Fig.12).

4. To clean the froth enhancer, follow the ‘Care, Cleaning and Storage’ instructions on page 18.
Care, Cleaning and Storage

**WARNING:** Do not touch hot surfaces. Allow the espresso machine to cool down before moving or cleaning any parts.

Cleaning the steam wand and froth enhancer

Your espresso machine comes with a steam wand cleaning tool. The steam wand cleaning tool is designed to clear the opening of the steam wand tip, to remove the steam wand tip for further cleaning and to clean the filter holders if blocked.

1. The steam wand and froth enhancer should always be cleaned after frothing milk.
2. If the froth enhancer has been used, wait until the steam wand or froth enhancer has cooled down completely and slide the froth enhancer downwards away from the steam wand (see Fig.13).
3. Wipe the steam wand with a damp cloth and purge the steam wand directly after texturing the milk to remove any milk that is left over in the steam wand tip.
4. The froth enhancer can be washed using warm soapy water. Dry thoroughly before next use.
5. If the steam wand becomes blocked wait for the machine to cool down. Using the cleaning tool provided, clear the opening by inserting the pin into the steam wand tip. This will unblock the opening (see Fig.14).
6. To further clean the steam tip; if the steam wand remains blocked the tip of the steam wand can be removed by using the spanner in the middle of the cleaning tool (see Fig.15).
7. Rotate the spanner clockwise until the steam wand tip becomes loose. Soak the tip in hot water until tip is unblocked. Replace the tip back onto the steam wand rotating the spanner anti-clockwise to tighten.
Cleaning the stainless milk frothing jug
1. The stainless milk frothing jug should be rinsed after every use.
2. Pour any remaining milk out and rinse the stainless milk frothing jug with warm soapy water, rinse and dry thoroughly before use.

Cleaning the filter baskets and portafilter
The filter baskets and portafilter should be rinsed under hot water directly after use.
1. Once the puck has been removed from the filter basket, the portafilter should be rinsed after every use.
2. The portafilter can be rinsed by holding it under the group head. Ensure the selector control is set to the ‘ESPRESSO’ mode and rinse the portafilter by running the water over the portafilter. Dry the rinsed portafilter thoroughly before use.
3. Wait until the portafilter and filter basket has cooled down; remove the filter basket by tipping the portafilter upside down and tapping the portafilter gently until filter basket is removed.
4. The stainless steel filter baskets should be rinsed under water directly after each use to remove all coffee particles. If the fine holes in the 1 cup or 2 cup filter basket become blocked, the fine pin on the cleaning tool can be used to clear the hole, remove the cap from the cleaning tool and replace once unblocked. Dry the rinsed filter baskets thoroughly before use (see Fig.16).

Cleaning the drip tray
1. The drip tray should be removed, emptied and cleaned after each use or when the drip tray water level indicator is exposed, indicating the drip tray is full.
2. Remove the grid, steam baffle and water level indicator from the drip tray, wash all parts with warm soapy water, rinse and dry thoroughly before use.

Cleaning the outer housing and cup warming tray
1. The outer housing and cup warming tray can be cleaned with a soft, damp cloth. Polish with a soft, dry cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

WARNING: Do not clean any of the parts or accessories in the dishwasher.
Care, Cleaning and Storage Continued...

Decalcifying the machine
After regular use, hard water can cause mineral build up in and on many of the inner functioning components, reducing the brewing 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.

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

1. Ensure the selector control is in the ‘STANDBY’ mode, the ‘POWER’ button is in the ‘Off’ position and the machine is switched off at the power outlet and unplugged.
2. Remove the portafilter and pour the mixture of white vinegar and water into the water tank.
3. Plug the machine into the power outlet and switch ‘ON’.
4. Press the ‘POWER’ button to the ‘ON’ position and turn the selector control to the ‘STANDBY’ mode.
5. Place a large container under the grouphead, and steam wand.

When the brewing temperature has been reached the orange ‘HEATING’ light will switch off. Turn the selector control to the ‘ESPRESSO’ mode to commence pour.

6. Once half the mixture of white vinegar and water has run through the group head turn the selector control to the ‘STANDBY’ mode.
7. Set the selector control to the ‘STEAM’ mode and allow the remaining solution to run through the steam wand. When the solution has run through, set the selector control back to ‘STANDBY’ mode.
8. After decalcifying, remove the water tank and rinse thoroughly then refill with fresh cold water.

WARNING: Before starting the decalcifying process (or de-scale feature), ensure drip tray is empty and inserted correctly in position.

WARNING: The water tank should never be removed or completely emptied during decalcifying process (or de-scale feature).
<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Cause or Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coffee not extracting</td>
<td>• Machine is not turned on or plugged in</td>
</tr>
<tr>
<td></td>
<td>• Water tank is empty</td>
</tr>
<tr>
<td></td>
<td>• Selector control not in 'ESPRESSO' ⚫ mode</td>
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<tr>
<td></td>
<td>• Coffee grind is too fine</td>
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<tr>
<td></td>
<td>• Too much coffee in the filter</td>
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<td></td>
<td>• The filter is blocked</td>
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<tr>
<td></td>
<td>• Excessive tamping</td>
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<tr>
<td>Coffee runs out too quickly</td>
<td>• Coffee grind is too coarse</td>
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<tr>
<td></td>
<td>• Incorrect quantity of coffee in the filter basket</td>
</tr>
<tr>
<td></td>
<td>• Not firmly tamped</td>
</tr>
<tr>
<td>Coffee runs too slowly</td>
<td>• The water tank is empty or low</td>
</tr>
<tr>
<td></td>
<td>• Coffee grind is too fine</td>
</tr>
<tr>
<td></td>
<td>• Machine is blocked by scale build up (see 'Decalcifying the machine' on page 20)</td>
</tr>
<tr>
<td></td>
<td>• Too much coffee in the filter basket</td>
</tr>
<tr>
<td></td>
<td>• Excessive tamping</td>
</tr>
<tr>
<td>Coffee runs out around the edge of the filter holder</td>
<td>• Filter holder is not inserted in the brew head properly</td>
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<tr>
<td></td>
<td>• There are coffee grounds affecting the sealing around the filter rim</td>
</tr>
<tr>
<td>Coffee is too weak or watery</td>
<td>• Coffee grind is not fine enough (use coffee ground for espresso machines)</td>
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<tr>
<td></td>
<td>• Not enough coffee in the filter</td>
</tr>
<tr>
<td></td>
<td>• Incorrect quantity of coffee in the filter basket</td>
</tr>
<tr>
<td></td>
<td>• Not firmly tamped</td>
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<tr>
<td>Coffee is too cold</td>
<td>• Machine not preheated</td>
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<tr>
<td></td>
<td>• Cups not preheated</td>
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<tr>
<td></td>
<td>• Milk not heated enough (if making a cappuccino or latte) refer to Milk guide</td>
</tr>
<tr>
<td>No crema</td>
<td>• Coffee grind is too coarse</td>
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<tr>
<td></td>
<td>• Not enough coffee in the filter</td>
</tr>
<tr>
<td></td>
<td>• Incorrect quantity of coffee</td>
</tr>
<tr>
<td></td>
<td>• Not firmly tamped</td>
</tr>
<tr>
<td></td>
<td>• Coffee is not fresh</td>
</tr>
<tr>
<td>No steam is generated</td>
<td>• Machine is not turned on</td>
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<tr>
<td></td>
<td>• Water tank is empty</td>
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<tr>
<td></td>
<td>• Selector control not in <code>Steam</code> position.</td>
</tr>
<tr>
<td></td>
<td>• Steam wand is blocked (see 'Cleaning the steam wand and froth enhancer' on page 18)</td>
</tr>
</tbody>
</table>
Coffees to try

**CAPPUCCINO**
A single shot of espresso topped with textured milk and garnished with drinking chocolate.

**ESPRESSO**
Intense and aromatic, an espresso or short black as it’s also known. It is served in a small cup or glass to a level of approximately 30mL.

**CAFÉ LATTÉ**
Served in a glass, a café latté consists of one-third espresso, topped with steamed milk and about 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 foam.

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

**RISTRETTO**
Meaning restricted, a ristretto is an extremely short espresso of approximately 15mL, distinguished by its intense flavour and aftertaste.