

Disposal

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. For recycling information, please contact your local waste management facilities or visit www.recycle.philips.com.

Warning icons and error codes

Warning signals are displayed in red. Below you find a list of the warnings that may appear on the display and their meaning.

- Fill the water tank with fresh water to the MAX level indication.



- The bean hopper is empty. Put new coffee beans in the bean hopper.



- The brew group is not in the machine. Insert the group.



- Close the service door.





- Remove the coffee grounds container and empty it.



- There is too much powder in the brew group. Clean the brew group.



- You forgot to place the lid on the coffee bean hopper. If you do not place it back within 30 seconds the display will return to the main menu and the brewing cycle will be stopped.



- If an error code is triggered, check the section 'Meaning of error codes' to see what the code on the display means and what you can do. The machine cannot be used when this icon is on the display.

Meaning of error codes

Error code	Problem	Cause	Possible solution
1	Coffee grinder blocked	Coffee exit duct clogged	Clean the coffee exit duct thoroughly with the handle of the multifunctional tool or a spoon handle.
3 - 4	The brew group cannot be removed.	The brew group is not positioned correctly.	Close the maintenance door. Switch the machine off and back on again. Wait for the 'machine ready' icon on the display and then remove the brew group.
5	Water circuit problem	There is air in the water circuit.	Remove and place back the water tank a couple of times. Make sure you insert it into the machine properly. Check if the water tank compartment is clean.

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Error code	Problem	Cause	Possible solution
	Other error codes		Switch the machine off and switch it back on again after 30 seconds. Try this 2 or 3 times.

If the above solutions do not help to remove the error code icon from the display and bring the machine back to normal working order, contact the Gaggia hotline. Contact details can be found in the warranty booklet or visit www.gaggia.com/n-m-co/espresso/world-wide or www.gaggia.it/n-m-co/espresso/contact.

Troubleshooting

Problem	Cause	Solution
The machine does not switch on	The machine is disconnected.	Check if the power supply cord is inserted correctly
The machine is in DEMO mode.	The standby button has been pressed for more than 8 seconds.	Switch the machine off and then on again using the main switch on.
The drip tray is quickly filled.	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 when the 'drip tray full' full indicator pops up through the drip tray cover.
		Place a cup under the dispensing spout to collect rinsing water.
The coffee grounds container full icon remains displayed.	The coffee grounds container was emptied while the machine was switched off.	Always empty the coffee grounds container while the machine is ON. If the coffee grounds container is emptied while the machine is switched off, the coffee cycle counter is not reset. In that case, the 'empty coffee grounds container' message will stay on the display even though the container is not full.
	The coffee grounds container was placed back too fast.	Do not place back the coffee grounds container until the screen message prompts you to put it back
The brew group cannot be removed.	The brew group is not positioned correctly.	Close the maintenance door. Switch the machine off and back on again. Wait for the machine ready screen to appear and then remove the brew group

Problem	Cause	Solution
	The coffee grounds container is not removed.	Remove the coffee grounds container before removing the brew group
The brew group cannot be inserted.	The brew group is not in the correct position.	The brew group was not put in rest position before it was placed back. Make sure that the lever is in contact with the base of the brew group and that the hook of the brew group is in the correct position.
		Reset the machine by switching it on and off. Place the drip tray and the coffee grounds container back. Leave the brew group out. Close the maintenance door and switch the machine on and off. Then try to reinsert the brew group.
	The machine is still in the descaling procedure.	You cannot remove the brew group when the descaling process is active. First complete the descaling process and then remove the brew group.
The coffee has too little crema or is watery.	The grinder is set to a coarse setting.	Adjust the grinder to a finer setting.
	The coffee blend is not the correct one.	Change the coffee blend.
	The machine is performing its self-adjustment.	Brew a few cups of coffee.
	The brew group is dirty.	Clean the brew group.
Coffee is leaking from the coffee dispensing spout	The coffee dispensing spout is clogged.	Clean the coffee dispensing spout and its holes using a pipe cleaner.
The coffee is not hot enough.	The cups you use are cold.	Preheat the cups by rinsing them with hot water.
	The temperature is set too low. Check the menu settings.	Set the temperature to high in the menu.
	You added milk.	Whether the milk you add is warm or cold, it will always decrease the temperature of the coffee to some extent.
The machine grinds the coffee beans, but coffee does not come out.	The grind is set too fine.	Adjust the grinder to a coarser setting.

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Problem	Cause	Solution
	The brew group is dirty.	Clean the brew group.
	The coffee dispensing spout is dirty.	Clean the coffee dispensing spout and its holes with a pipe cleaner.
	The coffee exit duct is blocked.	Clean the coffee exit duct with the handle of the multifunctional tool or a spoon handle.
The coffee comes out slowly.	The grind is ground too finely.	Change the coffee blend or adjust the grinder.
	The brew group is dirty.	Clean the brew group.
	The coffee exit duct is blocked.	Clean the coffee exit duct with the handle of the multifunctional tool or a spoon handle.
	The machine circuit is blocked by limescale.	Descale the machine.
The milk does not froth.	The milk carafe is dirty or not inserted correctly.	Clean the carafe and make sure that you position and insert it correctly.
	The milk froth dispensing spout has not been opened fully.	Check that the milk froth dispensing spout has been set in the correct position.
	The milk carafe is incompletely assembled.	Check that all the components have been assembled correctly.
	The type of milk used is not suitable for frothing.	We have tested the following milk types which proved to deliver a good milk froth result: semi-skimmed or full-fat cow's milk, soy milk and lactose-free milk. Other types of milk have not been tested and may result in a small amount of milk froth.
There is water under the machine.	The drip tray is too full and overflowed.	Empty the drip tray when the drip tray full indicator pops up through the drip tray. Always empty the drip tray before you start descaling the machine.
	The machine is not placed on a horizontal surface.	Place the machine on a horizontal surface so that the drip tray full indicator works properly.

Note: If you are unable to solve the problem with the information in this table, contact your local reseller or an authorized service center. Contact details are included in the warranty booklet supplied separately or visit www.gaggia.com/n-m-co/espresso/world-wide or www.gaggia.it/n-m-co/espresso/contact.