








>↶ Press the ESC button to exit the programming function.
The machine automatically exits the programming mode if no button is pressed for 3 minutes.







9. Troubleshooting



This chapter summarises the most common issues that might concern your machine. If the following information is insufficient to solve the problem, please refer to the FAQ page of the www.gaggia.com website, or contact the Gaggia hotline. Contacts are included in the warranty booklet supplied separately or can be found at www.gaggia.com. The machine is colour coded for easier interpretation of the display signals. The colour code of the symbols is based on the traffic light concept.

9.1 Alarm signals summary: red display

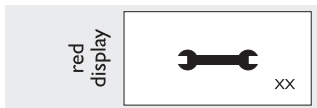
Display	Description	Action
	Put back the drip tray and coffee grounds drawer; close the service door.	Read the "7.1.1 Machine cleaning when needed" chapter to restore the components to their proper places.
	Coffee bean hopper empty.	Follow the relevant instructions in the "4.3 Coffee bean hopper filling" chapter.
	Brew group not inserted.	Close the service door. Turn the machine off and back on again. The brew group automatically returns to the starting position.
	Coffee grounds drawer full.	Empty the coffee grounds drawer as described in the "7.1.1 Machine cleaning when needed" chapter.
	Water tank empty.	Follow the relevant instructions in the "4.2 Water tank filling" chapter.
	A beverage has been selected with the coffee bean hopper lid open.	Close the coffee bean hopper lid on the machine within 30 seconds to complete brewing. (Only for 120V machines)
	The machine is out of service.	Follow the relevant instructions in the "9.3 The machine is out of service" chapter.

9.2 Warnings signals summary

Display	Description	Action
	The machine is ready to brew products: coffee bean hopper empty.	Follow the relevant instructions in the "4.3 Coffee bean hopper filling" chapter.
	The machine is ready to brew products: replace the INTENZA+ water filter.	Follow the relevant instructions in the "10.2.2 INTENZA+ replacement" chapter.
	The machine is waiting to start the water circuit priming process.	Follow the relevant instructions in the "5.2.1 Water circuit priming" chapter.
	The milk carafe ducts should be cleaned.	Follow the relevant instructions in the "7.4.1 Quick milk carafe ducts rinse cycle" chapter.
	The machine must be descaled.	Follow the relevant instructions in the "7.5 Descaling cycle" chapter.
	The machine is heating up.	Wait.

Display	Description	Action
	The machine is rinsing.	Wait.
	Brew group rebooting.	Wait.

9.3 The machine is out of service



If the machine error alarm signal is triggered, the error code is displayed in the bottom right corner of the display.

Please, consult the following table.

Error code	Behaviour	Cause	Action
1	Coffee grinder blocked	Coffee outlet duct clogged	Clean the coffee outlet duct thoroughly as described in the "7.2.1 Weekly brew group cleaning cycle" chapter.
3 - 4	Brew group locked, cannot be taken out	The brew group is incorrectly positioned.	Close the service door. Turn the machine off and back on again. Wait for the 'Ready for brewing' signal and then remove the brew group.
5	Water circuit error	Air in the water circuit	Remove and restore the water tank a couple of times, making sure to position it correctly. Check that the water tank seat is clean.

For any other error code:

- > Turn the machine off and then back on again after 30 seconds.
- > Try 2 or 3 times.

If the machine does not start, contact the Gaggia hotline and mention the error code shown on the display. Contacts are included in the warranty booklet supplied separately or can be found at www.gaggia.com.

9.4 Troubleshooting table

Behaviour	Cause	Action
The machine does not turn on.	The machine is disconnected or the main switch is in the OFF position.	Plug in the machine and place the main switch in the ON position.
The machine is in simulated working mode.	The STAND-BY button has been pressed for more than 8 seconds.	Turn the machine OFF and ON using the main switch.
The drip tray fills up quickly.	To guarantee a perfect coffee at every brewing, the machine rinses and warms itself by flushing water in the drip tray.	Empty the drip tray. To avoid that rinsing water ends in the drip tray, place a cup below the dispensing spouts.
The 'Coffee grounds drawer full' signal is still on, even if it's emptied or with only few coffee grounds in it.	The coffee grounds drawer has been emptied while the machine was off.	After emptying drip tray and coffee grounds drawer, wait for the 'Close service door' signal to be displayed. Place the components back.
It is impossible to remove the brew group.	The brew group is incorrectly positioned.	Close the service door. Turn the machine off and back on again. Wait for the 'Ready for brewing' signal and then remove the brew group.
	The coffee grounds drawer is in place.	Remove the coffee grounds drawer before removing the brew group.
It is impossible to insert the brew group.	The brew group is not in the idle position.	Make sure that the brew group is in the idle position as described in the "7.2.1 Weekly brew group cleaning cycle" chapter, "Reassembly phase".
	The gearbox is incorrectly positioned.	Place the drip tray and coffee grounds drawer in their proper seats. Close the service door. Turn the machine on without the brew group. The gearbox goes back to the correct position. Turn the machine off and put the brew group in place following the instructions in the "7.2.1 Weekly brew group cleaning cycle" chapter, "Reassembly phase".

Behaviour	Cause	Action
Coffee has too little cream or is watery.	Grinders are set to a coarse position.	Adjust the grinding fineness as described in the "5.3.3 <i>Ceramic coffee grinder adjustment</i> " chapter.
	The blend is not right, coffee is not freshly roasted or is ground too coarse.	Change coffee blend or adjust the grinding fineness as described in the "5.3.3 <i>Ceramic coffee grinder adjustment</i> " chapter.
	The machine must perform the self-adjustment.	Brew a few cups of coffee.
Coffee is leaking from the coffee dispensing spout.	The coffee dispensing spout is clogged.	Clean the coffee dispensing spout and its holes using a toothpick.
Coffee is not hot enough.	Cups are cold.	Warm the cups with hot water.
	The temperature is incorrectly regulated.	Adjust the temperature as described in the "5.3.4 <i>Brewing temperature adjustment</i> " chapter.
	The machine circuit is clogged by limescale.	Descale the machine as described in the "7.5 <i>Descaling cycle</i> " chapter.
The machine grinds the coffee beans, but coffee does not come out.	Water empty.	Fill the water tank and prime the circuit again as described in the "5.2.1 <i>Water circuit priming</i> " chapter.
	The brew group is dirty.	Clean the brew group as described in the "7.2.1 <i>Weekly brew group cleaning cycle</i> " chapter.
	The circuit is not primed.	Prime the circuit as described in the "5.2.1 <i>Water circuit priming</i> " chapter.
	The coffee dispensing spout is dirty.	Clean the coffee dispensing spout and its holes using a toothpick.
	The machine must perform the self-adjustment.	Brew a few cups of coffee.
Coffee comes out slowly.	Coffee is ground too finely.	Change coffee blend or adjust the grinding as described in the "5.3.3 <i>Ceramic coffee grinder adjustment</i> " chapter.
	The circuit is not primed.	Prime the circuit as described in the "5.2.1 <i>Water circuit priming</i> " chapter.
	The brew group is dirty.	Clean the brew group as described in the "7.2.1 <i>Weekly brew group cleaning cycle</i> " chapter.
	The machine must perform the self-adjustment.	Brew a few cups of coffee.
The machine takes too much time to heat up or the quantity of water dispensed is insufficient.	The machine circuit is clogged by limescale.	Descale the machine as described in the "7.5 <i>Descaling cycle</i> " chapter.
The frothed milk is too cold.	Cups are cold.	Warm the cups with hot water.
Milk does not froth.	The milk carafe is dirty or incorrectly placed.	Clean the carafe as described in the "7.4.3 <i>Weekly cleaning of the milk carafe components</i> " chapter; and insert it in the machine as shown in the "6.2 <i>Milk carafe</i> " chapter; "Inserting phase"
	The milk carafe dispensing spout has not been opened correctly.	Check that the milk dispensing spout has been correctly removed as described in the "6.2 <i>Milk carafe</i> " chapter; "Start up phase".
	The milk carafe is incompletely assembled.	Check that all the components have been assembled correctly, as described in the "7.4.3 <i>Weekly cleaning of the milk carafe components</i> " chapter; "Reassembly phase".
	The type of milk used is not suitable for frothing.	Read the "6.3 <i>Milk- and coffee-based preparations</i> " chapter.

10. Maintenance accessories and products

10.1 Maintenance products

To clean and descale the machine use exclusively Gaggia maintenance products. Should it prove difficult to find the machine maintenance products, please contact the nearest Gaggia hotline in your country. Contacts are included in the warranty booklet supplied separately or can be found at www.gaggia.com.